

Agenda for a meeting of the Waters Governance Board to be held in the Committee Rooms 1 & 2, District Office, 15 Galileo Street, Ngaaruawaahia on **WEDNESDAY, 27 MARCH 2024** commencing at **10.00am**.

**1. APOLOGIES AND LEAVE OF ABSENCE**

**2. CONFIRMATION OF STATUS OF AGENDA**

**3. DISCLOSURES OF INTEREST**

The register of interests is included in this agenda. If there are any items that are required to be updated please advise.

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GJ Ion  
**CHIEF EXECUTIVE**

## TERMS OF REFERENCE AND DELEGATION

<b>Reports to:</b>	The Council
<b>Chairperson:</b>	Mr David Wright
<b>Membership:</b>	Mr Garth Dibley Mr Gavin Ion (Chief Executive) Ms Rukumoana Schaafhausen Ms Jackie Colliar (Board Intern)
<b>Meeting frequency:</b>	Monthly
<b>Quorum:</b>	A majority of members (excluding the Board Intern)

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The Waters Governance Board is a subordinate decision-making body of the Waikato District Council established under Schedule 7 of the Local Government Act 2002.

### **Purpose and Terms of Reference:**

1. To provide governance and oversight of the development and implementation of the Council contract with Watercare Services Limited ('Watercare').
2. To ensure the activity goals are clearly established, and strategies are in place for achieving them.
3. To establish policies for strengthening the performance of the water activity including ensuring management and the contractor are proactively seeking to build the business through innovation, initiative, technology, new products and the development of its business capital.
4. To monitor the performance of management through the Chief Executive.
5. To ensure high standards of health & safety are maintained by management and Watercare and undertaking appropriate due diligence.
6. To decide on whatever steps are necessary to protect the Council's financial position and the ability to meet its debts and other obligations when they fall due, and ensuring that such steps are taken.
7. To ensure the water activity's financial statements are true and fair and otherwise conform to law.

8. To ensure the water activity adheres to high standards of ethics and corporate behavior.
9. To ensure the water activity has appropriate risk management/regulatory compliance policies in place.
10. To look to improve environmental outcomes from this activity.
11. To consider kaitiakitanga as part of decision-making.
12. To monitor and ensure Watercare are meeting their obligations.
13. To report to Council twice yearly on progress with Waters' Management.
14. To provide innovation and ideas that could improve profitability, service levels or environmental outcomes.
15. To hold Watercare to account over the delivery of the operational and capital programmes.
16. To work with Council to agree the overall funding requirements of the business.
17. To undertake any other matters considered relevant by the Board or referred to the Board by the Council.

**The Board is delegated the following powers to act:**

- Agree the form of the transactional arrangement with Watercare.
- Negotiate with Watercare and recommend to Council the final, or any amended, contract value for waters management.
- Conclude the contract (after Council approval of contract value) and terms and conditions, including any amendments, with Watercare.
- Ensure that transitional contract requirements are met by Watercare and Council.
- Hold Watercare to account for their performance at all levels.
- Monitor and oversee the performance of staff and Watercare in terms of the water activity.
- Consider and ensure improvements or innovation are implemented by Watercare or through the Chief Executive as appropriate.
- Approve changes to the operation of the contract with Watercare.
- Develop strategies to improve contractual performance or to improve business practices.

- Recommend to Council infrastructure strategy and Asset Management Plans for adoption.
- Develop an annual works programme (operating and capital) and submit to council for final approval.
- Approve alterations and transfers within the programme of capital and operational works as prepared for the Long Term Plan and Annual Plan, subject to the overall scope of the programme remaining unchanged and the programme remaining within overall budget.
- Set and ensure Watercare's adherence to health and safety requirements, and wellbeing practices.
- Set and maintain standards of ethics and corporate behavior.
- Consider development opportunities for the Waters' business.
- Define and set levels of service for Waters' management now and in the future.
- Responsible for the financial performance of the contract and operation.
- Approve and/or amend existing or new contracts relating to the delivery of three waters' services and operation unless additional funding by the Council is required or the approval or amendment is inconsistent with Council Policy.
- Recommend to Council any new or additional funding requirements over and above that contained within the Long Term Plan.
- Develop plans to improve the overall resilience of the Waters' networks and allow for growth.
- Consider the impact of growth on the Waters' infrastructure.
- Implement and monitor the risk management framework for the waters' management and activity.
- Approve the annual and half yearly financial statements for the Waters' operation and provide any relevant commentary to the Council.
- Annually review the Board composition, structure and succession and make recommendations to council on these matters.
- Ensure the Waters' business delivered by Watercare provides value for the community in terms of the four wellbeings.
- Determine the approach for resource consent applications for the Waters' business, and monitor progress of those applications on behalf of the Council.

- Review and monitor existing strategic resource consents.
- Ensure that Kaitiakitanga and environmental outcomes are key decision making considerations for the Board.
- Uphold the vision and strategy of the Waikato-Tainui Raupatu Claims (Waikato River) Settlement Act 2010.

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<b>To</b>	<b>Waters Governance Board</b>
<b>Report title</b>	<b>Register of Interests</b>
Date:	Thursday, 14 March 2024
Report Author:	Elizabeth Saunders – Senior Democracy Advisor
Authorised by:	Gaylene Kanawa – Democracy Manager

## **1. Executive summary**

### **Whakaraapopototanga matua**

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*A copy of the Register of Interests is attached for the Board's information. The register will be updated following receipt of information during the year.*

## **2. Staff recommendations**

### **Tuutohu-aa-kaimahi**

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**THAT the Waters Governance Board receives the Register of Interests for March 2024.**

## **3. Attachments**

### **Ngaa taapirihanga**

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Register of Interests – Water Governance Board – Updated March 2024.

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**Register of Interests – Waters Governance Board  
Updated – August 2023**

Ruku Schaafhausen

<b>Companies and Trusts</b>	Kiwi Group Capital Limited, Director AINZ Holdings Limited, Director Te Rau o te Korimako Limited, Director Alvarium Investments (NZ) Limited, Director Contact Energy Limited, Director Kaitiaki Guardian Services Limited, Shareholder & Director AgResearch Limited, Director Miro Trading GP Limited, Director Hautupua GP Limited, Director Te Whata a Tamihana Limited, Director Te Waharoa Investments (GP) Limited, Managing Director Schaafhausen Inc Limited, Shareholder & Director
<b>Community organisations</b>	Equippers Auckland Trust Tindall Foundation - Trustee Princes Trust New Zealand - Trustee
<b>Other appointments</b>	Ministry of Housing and Urban Development Strategic Advisory Committee, Member Department of Internal Affairs External Advisory Committee, Member National Iwi Chairs' Forum Freshwater Iwi Leaders' Group, Chairperson Waikato Endowed Colleges Trust,
<b>Property within the District</b>	Nil
<b>Any other interests</b>	Nil

Garth Dibley

<b>Companies and Trusts</b>	CEO – Wel Networks
<b>Community organisations (membership)</b>	Electricity Networks Association – member E-Charge working group – MfE member
<b>Other appointments</b>	Director of Smartco Infratec NZ Ltd – Chairperson
<b>Property within the District</b>	Yes - Tamahere
<b>Any other interests</b>	Nil



David Wright

<b>Companies and Trusts</b>	Director, David Wright Limited Trustee, Tervuren Trust Chair of Waimea Water Ltd Chair, Solomon Islands Airport Corporation Limited Chair - Haapi Brewing Success Chair – Unrealised Potential Ltd
<b>Community organisations</b>	Chair, Tokelau Renewable Energy Steering Group
<b>Other appointments</b>	Chair, Central Air Ambulance Rescue Limited Chair, Search and Rescue Services Limited
<b>Property within the District</b>	Nil
<b>Any other interests</b>	Nil

Gavin Ion

<b>Companies and Trusts</b>	Trustee and Beneficiary in a family trust
<b>Community organisations</b>	<p>Member Swimming Waikato Technical Panel</p> <p>Chairperson Swimming Waikato</p> <p>Member – Waikato Regional Water Safety Steering Group</p> <p>Member of the Waikato Regional Sports Facility Plan Steering Group</p> <p>Chartered Member of Institute of Directors</p> <p>Member of International City Managers' Association</p> <p>Member of Chartered Accountants of Australia and New Zealand</p> <p>Member of Business Leaders Health &amp; Safety Forum Steering Group</p> <p>RMA Commissioner</p> <p>Member of the Waikato Regional Leadership Group</p>
<b>Other appointments</b>	<p>Chief Executive, Waikato District Council</p> <p>Director, Waikato Local Authority Shared Services Limited</p> <p>Chair, Audit &amp; Risk Committee (Co-Lab)</p>
<b>Property within the District</b>	Nil
<b>Any other interests</b>	Nil

Jackie Colliar

<b>Companies and Trusts</b>	Te Whakakitenga O Waikato Inc Member of Te Arataura Director – WEL Networks Director – NewPower Energy Services Ltd Director – NewPower Energy Ltd Director – Infratec New Zealand Ltd Director - Citycare
<b>Community organisations</b>	Nil
<b>Other appointments</b>	Trustee of Taniwha Marae Trustee – Nga Muka Development Trust Waipa District Council – Co-Governance Committee Waikato Regional Council – Co-Governance Committee
<b>Property within the District</b>	Nil
<b>Any other interests</b>	Employee of Hamilton City Council Project Lead for the Subregional Three Waters project on behalf of Future Proof Project Manager of the Hamilton Waikato Metro Wastewater Detailed Business Case Project

<b>To</b>	<b>Waters Governance Board</b>
<b>Report title</b>	<b>Confirmation of Minutes</b>
Date:	Friday, 8 March 2024
Report Author:	Elizabeth Saunders, Senior Democracy Advisor
Authorised by:	Gaylene Kanawa, Democracy Manager

### **1. Purpose of the report** **Te Take moo te puurongo**

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To confirm the minutes for a meeting of the Waters Governance Board (WGB) held on Wednesday, 14 February 2024.

### **2. Staff recommendations** **Tuutohu-aa-kaimahi**

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**THAT the minutes for a meeting of the Waters Governance Board held on Wednesday, 14 February 2024 be confirmed as a true and correct record.**

### **3. Attachments** **Ngaa taapirihanga**

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Attachment 1 – WGB Minutes – Wednesday, 14 February 2024.

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**MINUTES** for a meeting of the Waters Governance Board of the Waikato District Council held in Committee Rooms 1 & 2, District Office, 15 Galileo Street, Ngaruawahia on **WEDNESDAY, 14 FEBRUARY 2024** commencing at **10.00AM**.

**Present:**

Mr D Wright (Chairperson)  
Mr GJ Ion (Chief Executive, Waikato District Council)  
Mr G Dibley

**Attending:**

Her Worship the Mayor, Mrs JA Church (*from 11.05am*)  
Cr L Thomson  
Cr P Thomson  
Cr D Whyte  
Ms M May (General Manager Service Delivery)  
Mr K Martin (Waters Manager)  
Mr D Sharma (Three Waters Reform Project Manager)  
Mr J Baldwin (Waters Engineering Manager)  
Mr M Curtis (Three Waters Support Engineer)  
Mrs S Bult (Waters Contract Support Coordinator)  
Mr M Bourne (Chief Operations Officer - Watercare)  
Mr M Telfer (Operations Manager Waikato – Watercare)  
Ms M van der Lee (Watercare)

Ms E Saunders (Senior Democracy Advisor)  
Mr T Rowland (Democracy Advisor)

The meeting was opened with a karakia.

**APOLOGIES AND LEAVE OF ABSENCE**

Resolved: (Mr Wright/Mr Ion)

THAT the Waters Governance Board receives the apology from:

- a. Ms R Schaafhausen and Ms J Colliar for non-attendance.

**CARRIED**

**WGB2402/01**

**CONFIRMATION OF STATUS OF AGENDA ITEMS**

Resolved: (Mr Wright/Mr Ion)

THAT the agenda for a meeting of the Waters Governance Board Meeting held on Wednesday, 14 February 2024:

- a. be confirmed and all items therein be considered in open meeting with the exception of those items detailed at agenda item 7 which shall be discussed with the public excluded; and
- b. a closed discussion to take place at the conclusion of the public excluded meeting with the directors only.

**CARRIED**

**WGB2402/02**

**DISCLOSURES OF INTEREST**

There were no disclosures of interest.

**CONFIRMATION OF MINUTES**

Resolved: (Mr Dibley/Mr Ion)

THAT the minutes for a meeting of the Waters Governance Board Meeting held on Tuesday, 28 November 2023 be confirmed as a true and correct record of that meeting.

**CARRIED**

**WGB2402/03**

## **ACTIONS REGISTER**

### Agenda Item 5

The Waters Manager spoke to the report which was taken as read and highlighted the following key points:

- Department of Conservation (DOC) update: The last correspondence with DOC confirmed they have no health & safety management plan however there is still no response from DOC after two follow ups.

**ACTION:** Chief Executive to follow up with Regional Director of Department of Conservation for a response and formalise this in writing.

- A Fire Service update was provided by Mr Telfer verbally and whilst there is no immediate fix particularly for the Taupiri area the Fire Service are aware of any issues.
- A question was raised in relation to the Raglan Community expectation following the last public meeting? Waikato District Council had a meeting with Waikato Regional Council (WRC) and it was noted that WRC are serving Watercare with a formal warning following the second breach due to an element of human error and are sending a copy to Council. WRC has also stated that there are anomalies in the Raglan Harbour and additional testing is taking place.
- Watercare is conducting CCTV as part of their investigation to determine if there is any issues coming from our network however it was noted that the discussion around another pipe was started because of commentary from a local board member and Watercare cannot locate this pipe.

**ACTION:** Watercare to provide details on the CCTV investigation they have undertaken to the Board.

- There was a heated debate with the public at the last meeting and it was noted that if another pipe hasn't been located then have we gone back to the public to give assurances or to show that we have taken their points on board and can confirm the pipes existence or not confirm? It was further noted that Watercare and Council made a promise to the Raglan Community so contact with Dennis Amoore (Raglan Community Board Chairperson) needs to happen and a thorough look at this is to be done.

**ACTION:** Watercare to contact Dennis Amoore (Raglan Community Board Chairperson) for assistance in locating historic pipe and determine the current status/ownership and utilisation.

- From a WRC perspective it was noted that there is a letter coming however no penalty is being applied and no further action is required. It was further noted that WRC were happy with the response of Water and are happy with the engagement that WDC and Watercare have done with the public as it has been open and transparent. WRC are happy with the plan going forward and the mitigations being put in place to ensure this doesn't happen again.

**Resolved: (Mr Dibely/Mr Ion)**

**THAT the Waters Governance Board receives the Actions Register to January 2024.**

**CARRIED**

**WGB2402/04**

## **REPORTS**

Three Waters Governance Report – February 2024

Agenda Item 6.1

Mr Telfer spoke to the report which was taken as read and further discussion was held.

### Key Highlights:

- The Maramarua Dispersal field has been completed as noted in the report.
- The Te Kauwhata Wastewater Treatment Plant commissioning has been completed and is now operational and it was noted that there will be ongoing testing to back the performance of the plant and to show compliance. There are no results so far but interim conversations are positive.
- Health & Safety events as outlined in the report were briefly discussed and highlighted.
- Mr Telfer gave the Board an update on an Health & Safety incident that occurred at the Huntly Water Treatment Plant after the report had been written. Whilst routine testing was underway, a incorrect line was opened and some caustic sprayed on an employee (contractor but still Watercare employee).
- Treatment was administered immediately by flushing out the chemicals from the eyes and body and the employee was taken for further medical treatment. Watercare notified the Council and have also notified Worksafe. The initial investigation has been completed and Watercare will be providing a copy of the report to both Council and Worksafe.
- A number of actions coming from this incident will be provided in the report in regard to sample taking and the clear labelling of lines to determine what these are and Watercare are reviewing all other lines to ensure labels and appropriate signage is in place.
- A question was raised in relation to unsupervised contractors on site and the emergency procedures in place and the induction they are given. Mr Telfer gave an update on what procedures Watercare have in place and what actions the injured person took once the incident occurred.



- A question was raised regarding appropriate headgear and if it was worn? It was noted that Yes, headgear was worn however no eye protection was worn as it was not part of the process. Long Personal Protection Equipment (PPE) was worn by the employee and it worked well however learnings moving forward is that long sleeve PPE should be removed immediately following an incident as it soaks through to the skin.
- It was noted that the Waters Industry have mandatory PPE items to wear that are task specific however sample taking does not require eyewear to be worn.
- It was noted that this incident will be published industry wide once the investigation is complete and it was further noted that there is a safety alert that goes out industry wide and to contractors when an event like this occurs.
- Is there is a full root cause analysis being done? Yes there is and this has been completed.

**ACTION:** A full root cause analysis is to be provided to the Board once the investigation is completed along with the recommendations and actions that have come out it.

- Mr Dibley showed an example of a safety suite of cards that identify critical risks for his industry and what constitutes a critical risk, what to do when critical risks are identified etc.. It was noted that Watercare do have something similar with the branding of "Back of Basics" which identifies their critical risks.

**ACTION:** Health & Safety Critical Risks - Watercare to provide the Board with a "Back to Basics" overview and information on their digital platform of critical risks.

#### Questions/Discussion:

- A question was raised in relation to the updating of instruction manuals at the Raglan Wastewater Treatment Plant. There is no update to the manuals scheduled until June 2025 which is understandable but that is still 16 months away – do we bite the bullet and just update anyway to ensure a discharge event doesn't occur again or have mitigations been put in place and all other avenues explored by Watercare to ensure this doesn't happen.
- It was noted that to update the manual now would be costly just for a few months (as it would take a few months just to get it updated) and Watercare are confident of the mitigations they have in place until the manuals are updated in June 2025.
- It was noted that Inductions have been done with both Operators and the Project Team at the plant to ensure everything is covered particularly as construction is underway in an operating plant. It was further noted that the plant has been isolated into two parts – operation and construction site and the project team have ownership of the construction site. Watercare are satisfied that any risks have been mitigated.
- A Risk Register for the project has been created and regular meetings are taking place.

- Raglan Water Treatment Plant: The Communication failures in December and no expert staff being available or onsite until January 16 2024 – are there risk registers in place to maintain critical levels of service? It was noted that Watercare will look into this further to ensure adequate coverage is in place 24/7.

**ACTION:** Levels of Service: Watercare to provide the Board with an understanding how they achieve a 24/7 365 day agreement of levels of service with it's contractors.

- A question was raised in relation to the UV system at the Raglan Wastewater Treatment Plant continuing to fail: any ongoing risks? It was noted that actions have been put in place by Watercare and they don't believe there is a larger issue.
- Discussions with mana whenua re: Te Kauwhata Wastewater Treatment Plant and the land based disposal option. It was noted that staff were not aware of any further discussions to date however the team are constantly engaging with mana whenua and having discussions through the Long Term Plan (LTP) process.
- It was asked how we reach a conclusion to these discussions with mana whenua? There are significant costs involved with the land based disposal option and it was noted that the Waters Manager and Mr Richard Bax are leading the conversations with Nga Muka.
- It was also noted that there is a good chance that this question of land based disposal will be a consultation question on the LTP and when the community see the costs involved for the options there could be strong opinions.

**Resolved: (Mr Wright/Mr Ion)**

**THAT the Waters Governance Board receives the Three Waters Governance report for February 2024.**

**CARRIED**

**WGB2402/05**

Waters Reform Project Update – February 2024

Agenda Item 6.2

The Three Waters Reform Project Manager spoke to the report which was taken and the following discussion was held:

Key Highlights:

- It was noted that conversations are happening in Wellington right now as we speak as the Repeal Bill is in it's third reading.
- It was noted that it is still intent of Council to consult at this time and not defer the Long Term Plan.

**Resolved: (Mr Dibley/Mr Ion)**

**THAT the Waters Governance Board:**

- a. receives the Waters Reform Project Update February 2024 report; and**
- b. notes that the project management for waters services reform is ongoing.**

**CARRIED**

**WGB2402/06**

Three Waters Compliance Update

Agenda Item 6.3

Ms M van der Lee (Watercare) spoke to the report and the following discussion was held:

- It was noted that Waikato Regional Council (WRC) audits have taken place and actions have been done in Huntly, Te Kauwhata and Raglan.
- The Matangi consent that has expired – it was noted that the status at the moment is renewing the consent conditions and it is with the project team for completion. There is an issue at the plant with infiltration and Mr Telfer explained the actions that Watercare have undertaken to resolve these.
- It was further clarified that whilst the Matangi consent has expired, the extension of time was applied for six months out from the expiry date so the consent is still in place and existing conditions need to be met.
- It was noted in relation to the Port Waikato resource consent the risks are more of an impact to the environment rather than people. It was further noted that a sucker truck is being used.
- Odour Management Plant for the Meremere Plant: It was noted that even though actions have been taken to rectify the issue another audit by WRC has yet to be done and the Maramarua plant is the same (although it was noted that there are still some issues ongoing at Maramarua). Watercare will go back and ask for a re-audit from WRC as it would be great to see a reflection of the investment made in these plants.

**ACTION:** Watercare to follow up with Waikato Regional Council (WRC) and ask for a re-audit of both the Meremere and Maramarua Plants to enable the current non-compliant status to be updated.

**Resolved: (Mr Wright/Mr Dibley)**

**THAT the Waters Governance Board receives the Three Waters Compliance Update report.**

**CARRIED**

**WGB2402/07**

Raglan Wastewater Treatment Plant Non-Compliant Discharge Investigation  
Agenda Item 6.4

The Waters Manager spoke to the report which was taken and the following discussion was held:

Questions/Discussion:

- The Operator attempting to contact a Senior Manager – how long was the senior manager unavailable for? It was noted by Mr Telfer that the person on call is the escalation officer and whilst the senior manager was available by phone there is some learnings particularly with staff being on call and their thinking behind getting action started.
- It was noted that all recommendations have been accepted and adopted as per the report.
- A question was raised in relation to access to spares – what mitigations have been put in place? A detailed discussion around this took place and whether Watercare is confident moving forward that the risks have been mitigated and an action is in place for the next meeting.
- It was further noted that the wording in the resource consent does allow for this to happen.

**ACTION:** Watercare to come back and provide advice on critical spares are available on-site and easily accessible along with the repair timeframes.

**Resolved: (Mr Wright/Mr Ion)**

**THAT the Waters Governance Board receives the Raglan Wastewater Treatment Plant Non-Compliant Discharge Report.**

**CARRIED**

**WGB2402/08**

**EXCLUSION OF THE PUBLIC**

Agenda Item 7

**Resolved: (Mr Wright/Mr Ion)**

**THAT the public be excluded from the following parts of the proceedings of this meeting; and**

- a. The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
Item PEX 1 Confirmation of Minutes	Good reason to withhold exists under Section 6 or Section 7 Local Government Official Information and Meetings Act 1987	Section 48(1)(a)
Item number PEX 2 Action Register		
Item PEX 3.1 Waters Financial Report - January 2024		
Item PEX 3.2 Capital Delivery Programme Overview		

- b. This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public, as follows:

Item No.	Section	Interest
Item PEX 1 Confirmation of Minutes	Refer to the previous Public Excluded reason in the agenda for this meeting.	
Item number PEX 2 Action Register		

Item PEX 3.1 Waters Financial Report - January 2024	7(2)(b)(ii)	To protect information that would otherwise unreasonably prejudice a persons commercial position.
	7(2)(h)	To enable commercial activities to be carried out without prejudice or disadvantage.
Item PEX 3.2 Capital Delivery Programme Overview	7(2)(h)	To enable commercial activities to be carried out without prejudice or disadvantage.
	7(2)(i)	To enable negotiations to carry on without prejudice or disadvantage.

**CARRIED****WGB2402/09**

*Resolutions WGB2402/10 - WGB2402/14 are contained in the public excluded section of these minutes.*

There being no further business the meeting was declared closed at 12.13pm.

Minutes approved and confirmed this                      day of                      2024.

David Wright  
**CHAIRPERSON**

<b>To</b>	<b>Waters Governance Board</b>
<b>Report title</b>	<b>Actions Register</b>
Date:	Friday, 8 March 2024
Report Author:	Gavin Ion, Chief Executive

## **1. Purpose of the report**

### **Te Take moo te puurongo**

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To update/inform the Waters Governance Board on actions following the Waters Governance Board meeting held on Wednesday, 14 February 2024.

## **2. Staff recommendations**

### **Tuutohu-aa-kaimahi**

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**THAT the Waters Governance Board receives the Actions Register to February 2024.**

## **3. Attachments**

### **Ngaa taapirihanga**

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Attachment 1 – Actions Register to February 2024.

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## 24 Waters Governance Board Actions Register

### OPEN MEETING

Meeting Date	Action	To Action	When	Status
5/09/2023	Watercare to ensure that works being undertaken to address any non-compliance is included in the Compliance report moving forward.	Mathew Telfer	All WGB	This will be included as part of the quarterly Compliance reporting, the next juncture being December 2023, and thereafter. Paper forms part of this meeting.
23/11/2023	Waters Team to follow up with the Department of Conservation (DOC) for a response to the letter sent regarding the safety of the reservoir.	Deron Sharma	Feb 2024	Update to be provided
14/2/2024	Chief Executive to follow up with Regional Director of Department of Conservation for a response and formalise this in writing.	Gavin Ion	Mar 2024	
14/2/2024	Watercare to provide details on the Raglan CCTV investigation they have undertaken to the Board.	Mathew Telfer	Mar 2024	
14/2/2024	Watercare to contact Dennis Amoore (Raglan Community Board Chairperson) for assistance in locating historic pipe and determine the current status/ownership and utilisation. A full root cause analysis is to be provided to the Board once the investigation is completed along with the recommendations and actions that have come out of it.	Mathew Telfer	Mar 2024	
14/2/2024	Health & Safety Critical Risks – Watercare to provide the Board with a “Back to Basics” overview and information on their digital platform of critical risks.	Mathew Telfer	Mar 2024	



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**Waters Governance Board**  
**Actions Register**

Meeting Date	Action	To Action	When	Status
14/2/2024	<b>Levels of Service</b> Watercare to provide the Board with an understanding how they achieve a 24/7 365 day agreement of levels of service with their contractors.	Mathew Telfer	Mar 2024	
14/2/2024	Watercare to follow up with Waikato Regional Council (WRC) and ask for a re-audit of both the Meremere and Maramarua Plants to enable the current non-compliant status to be updated.	Mathew Telfer	Mar 2024	
14/2/2024	Watercare to come back and provide advice on critical spares that are available on-site and easily accessible along with the repair timeframes.	Mathew Telfer	Mar 2024	

<b>To</b>	<b>Waters Governance Board</b>
<b>Report title</b>	<b>Three Waters Governance Report – March 2024</b>
Date:	27 March 2024
Report Author:	Mathew Telfer, Watercare
Authorised by:	Megan May, General Manager Service Delivery

## **1. Purpose of the report**

### **Te Take moo te puurongo**

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To update the Waters Governance Board of the current workstreams, key matters and metrics under the Agreement for Operation and Maintenance of Water, Wastewater and Stormwater Services with Watercare Serviced Limited (**Watercare**).

## **2. Executive summary**

### **Whakaraapopototanga matua**

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Please refer to the “Highlights and Lowlights” summary section in the report prepared by Watercare (**Attachment A**).

## **3. Staff recommendations**

### **Tuutohu-aa-kaimahi**

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**THAT the Waters Governance Board receives the Three Waters Governance report for March 2024.**

## **4. Attachments**

### **Ngaa taapirihanga**

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Attachment A	Waikato Monthly Governance Report March 2024
Attachment B	Health & Safety Incident Report
Attachment C	Safety Alert
Attachment D	Waikato Regional Council – Warning Letter

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# WAIKATO DC

## THREE WATERS GOVERNANCE REPORT

### MARCH 2024



Mathew Telfer  
Operation Manager  
Watercare Waikato  
March 2024

## 1. Highlights and lowlights

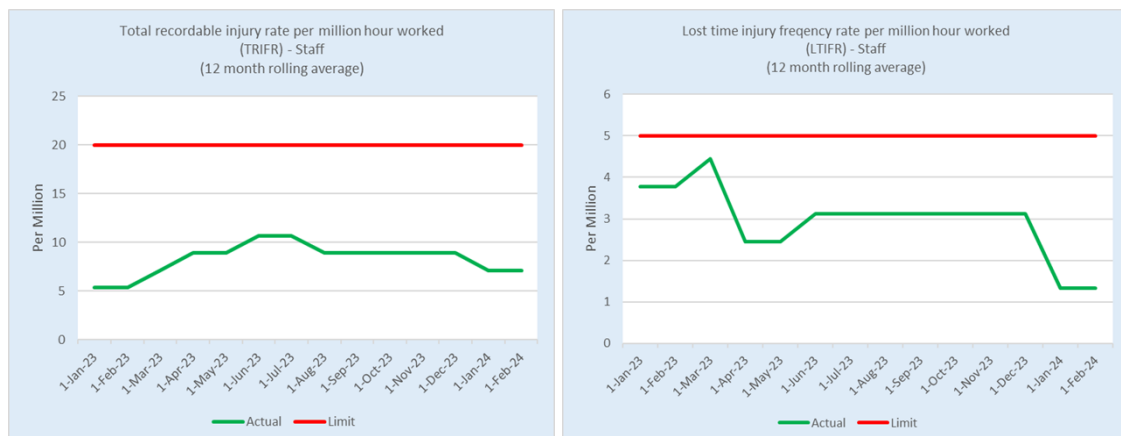
- All results were achieved in February and YTD, excluding –
  - Level of compliance, number of the following, Abatement, infringement notices, enforcement orders or convictions, as detailed in the compliance section.
- The official opening and blessing of the new Te Kauwhata wastewater treatment plant was successfully completed on Thursday, 29 February.
- The stormwater planner starts on 18 March and will be focused on accelerating the identification and delivery of stormwater projects.
- A collapsed stormwater drain crossing the railway line was identified in Te Kauwhata.
- The contractor injury at the Huntly Water treatment plant in February is detailed below.
- On Monday 19 February, Watercare arranged a bus tour for Mana Whenua to the Ngāruawāhia, Rāhui Pōkeka Huntly, and Whangamarino (Te Kauwhata) Water Treatment Plants (WTP) and intake locations.
- Taupiri's new Water Booster Pump Station control building structure and fit-out is complete.
- Training on the jetting trailers has been conducted and has already yielded significant cost savings.
- New analysers for raw water UVT for the three plants were installed to support raw water monitoring

## 2. Health and Safety

### 2.1. What we've seen this month

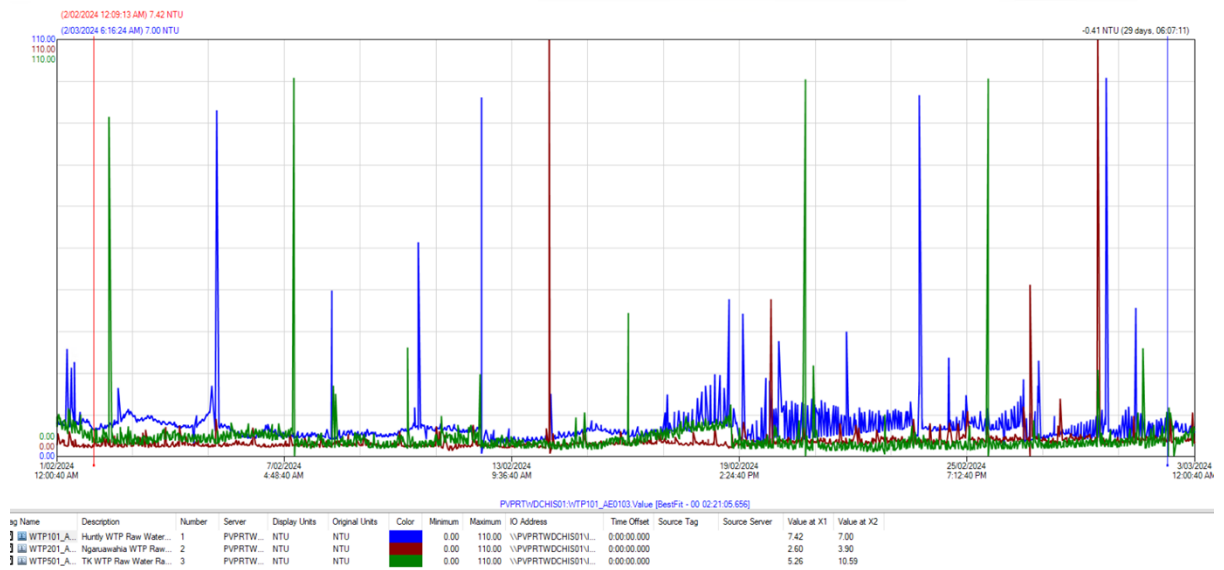
- No staff lost Time Injury (LTI) or restricted Duties Injury (RDI) in January and February. There was a serious contractor injury in February, as discussed in the last board meeting and detailed below and in the Incident report and Safety alert (Appendix 1 and 2).
- Health and Safety committee meetings were held in Jan and Feb
- Council has provided the scope of the annual H&S audit, and a proposal has been requested from Impac.

### 2.2. Metrics



## 3. Operations

### 3.1. Production



- The raw water turbidity is monitored at each plant (Feb graph above). Turbidity in January and February was more stable than in previous months. We are using results from raw water grab sample UVT tests as a better measure of identifying change in organic content.
  - Ngāruawāhia WTP (Brown),
  - Te Kauwhata WTP (Green)
  - Huntly WTP (Blue)
- The Ngaruawahia WTP PAC dosing commenced on the 30th of January 2024 to ensure that taste and odour issues in the treated water were removed. Dosing continued throughout February.



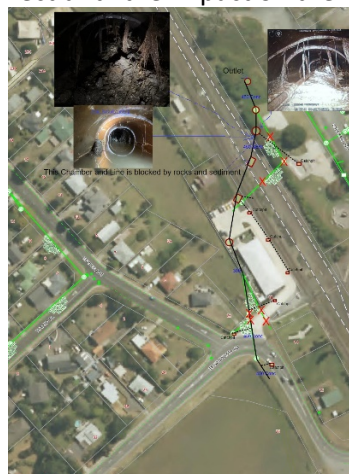
- New analysers for raw water UVT for the three plants were installed in January and February 2024. Te Kauwhata WTP UVT analyser is almost complete.
- Raglan WWTP UV system upgrade to electronic ballast units is planned for March 2024.

- Te Kauwhata WWTP upgrade is complete. The official opening and blessing of the plant by WDC was completed on the 29th of February. The new plant has been stable and has operated well during February. Improvements are still to be made to the raw sewage wet well pumping, and final snag items are to be completed.



### 3.2. Networks

- Water Meter Renewals – The 2023/24 meter renewal project (meters older than 15 years) is almost complete, with a further 12 meters being renewed in February. This brings the total renewed to 715, with less than 30 meters remaining to be replaced, all in the Tuakau township. The work has identified two instances of multiple meters being fed off a single service line to the main, which will be corrected.
- Backflow Testing – As of 29 February, 1196 (32%) backflow devices throughout the district have been tested. The focus remains on the Southern Districts region, the highest concentration area. The contractor conducts simple repairs, and the replacement of faulty devices is carried out by WSL network staff.
- A collapsed stormwater rail crossing drain was identified in Te Kauwhata in December 2023. The Watercare team has been investigating the options to renew the pipe, possibly upsizing it and some of the surrounding network. Activities of this type that impact other asset owners (Kiwirail) can be complicated and time-consuming to negotiate and resolve. Due to a recent application for development in this area, the WDC planning team was informed that the development could not connect until the impact on the network was resolved.

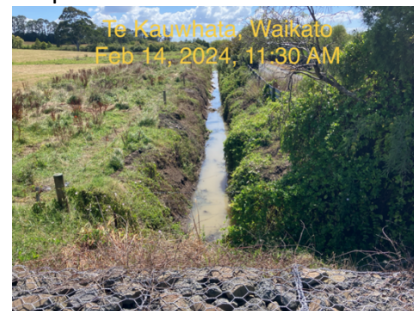


Major faults and significant work in February:

- A mains break occurred on the 150mm line on Marshmeadow Rd, Southern Districts. This was picked up by trend monitoring at the Eureka Reservoir, as levels were dropping at a significant rate. While the break was isolated quickly, the road was a state highway, and traffic management was required to carry out a shoulder closure for WSL staff to complete the repair safely.
- Training on the jetting trailers has been conducted, and an SOP has been produced for correct and safe operation. The trailers have been deployed four times to clear blockages in WW lines of varying sizes (up to 200mm). The trailers have already yielded significant cost savings. The trailer has been used to clean debris from the base of a 350mm SW line and successfully removed heavy fat buildup from a pump station. It also has the tangible benefit of upskilling the WW servicemen and increasing their competencies in their roles.



- The Raglan CCTV project is approximately 75% complete, with 15 of 20 issued maps completed. On completion, over 90% of the Raglan network will have been surveyed (noting the deliberate exclusion of WW lines with an age of 8 years or less). A remedial works programme follows the CCTV work, with one significant line break found and immediately repaired by the WW team and 20 minor cracks or displacements programmed for patching by the contractor. Root intrusion has also been observed and addressed in several locations; however, are dealt with at the time of discovery.
- A significant leak was reported at River Rd, Ngaruawahia, close to a WEL Networks transformer. Due to the risk presented by the proximity of high-voltage power, the repair was quite challenging. WSL staff liaised with WEL to safely manage the repair, and Streamline Environmental was engaged to carry out hydro-excavation around the leaking line. While the repair was straightforward, it needed cooperation between different parties to achieve a quick and safe outcome, which was a positive outcome.



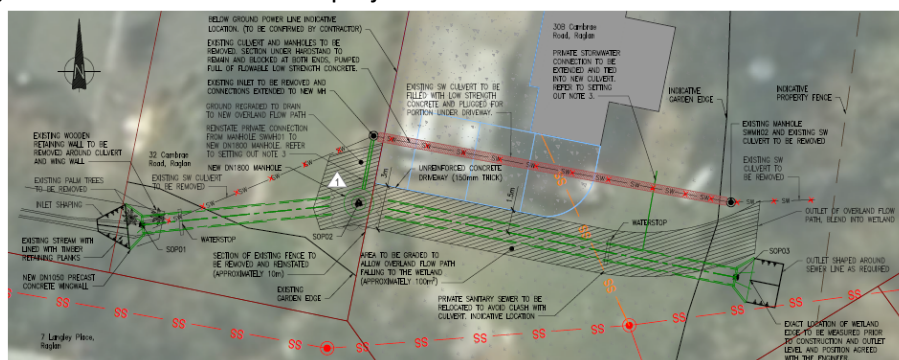
- The recent completion of site investigations of stormwater manholes in the Huntly and TK areas marks a significant step forward in addressing the absence of invert levels in our current GIS data and improving condition assessments. In the 23/24 YTD, 425 stormwater manholes were investigated, representing approximately 80% of the total. However, a portion of manholes remains uninvestigated due to challenges, such as lid obstructions caused by asphalt sealing or poor visibility on site.
- Staff Training – The two network cadets have been enrolled in the MSN Induction and Training week occurring at the Mangere Campus. MSN (Maintenance Services Networks) conducts a comprehensive week of training new field staff, which involves all facets of their day-to-day from live network repairs, health and safety assessments on the job, safe minor plant and tool operation, and customer interaction. It is also a fantastic opportunity for the new staff to interact with their peers across the business.
- Stormwater ponds and wetlands across the District Council have undergone routine maintenance per the planned maintenance schedule. Swampfrog crews cleaned, collected litter, and removed debris, including tree and brush cuttings, to enhance aesthetic appeal.



#### 4.3.2 Stormwater projects

- **Raglan - Cambrae Road Stormwater**

The project addresses an abatement notice for flood remediation served to the Waikato District Council (WDC) in 2020. The scope of work is to replace the existing undersized culvert pipe and associated assets, mitigate the impacts of flooding from the currently piped stream, and plant and restore all disturbed areas. In February, the design and approach to physical works were finalised to ensure the delivery of this critical project. Early contractor involvement has assisted in overcoming the design faults, access, and environmental challenges we've encountered. The project is set to be awarded in March.



*Cambrae Road Culvert Upgrade*



- A meeting with the property owners impacted by the Hakanoa project was held in Feb, and the new expectation of Feb 2025 for the construction was communicated, as well as the commitment to provide an update in April. The project scope will be increased to include the new funding from the Central Government.

## 4. Planning and project delivery

### 4.1. Infrastructure Planning

#### **Infrastructure Planning – Water Supply**

- On Monday 19 February, Watercare arranged a bus tour for Mana Whenua to the Ngāruawāhia, Rāhui Pōkeka Huntly, and Whangamarino (Te Kauwhata) Water Treatment Plants (WTP) and intake locations. We had the pleasure of being joined by representatives from Nga Muka, Waahi Whaanui, Taupiri Marae, Tūrangawaewae Marae, Ngāti Tamainupō, and Waikato-Tainui. We were also joined by Gavin Ion, Keith Martin, and the new Executive Manager of Maaori partnerships, Maehe Paki. The site visit was an opportunity to discuss the existing and future issues for each township and WTP; we presented the three servicing options for Central Districts and two servicing options for Mid-Waikato.
- We await feedback from Mana Whenua representatives as they have an opportunity to absorb and discuss with their respective boards. In the meantime, we will commence Phase 2 of the Mid-Waikato and Central Districts Long-Term Servicing Strategy. The second phase of the investigation will evaluate the long-listed options to determine a preferred location for future intakes and treatment plants, including staging for the implementation.



Figure 1: Site visit with mana whenua to the Rāhui Pōkeka and Te Kauwhata Water Treatment Plants.



Figure 2: Site visit with mana whenua to the Ngaaruawaahia Water Treatment Plant.

*Other updates:*

- Water Demand Management Plan – All data has been compiled, and the current demand analysis workshop will take place in March.
- Site visits for the Pokeno and Mid-Waikato logging sites took place in February. Pressure and flow loggers will be installed, and the field test period will commence on 1 March 2024 and last three weeks.

**Infrastructure Planning – Wastewater**

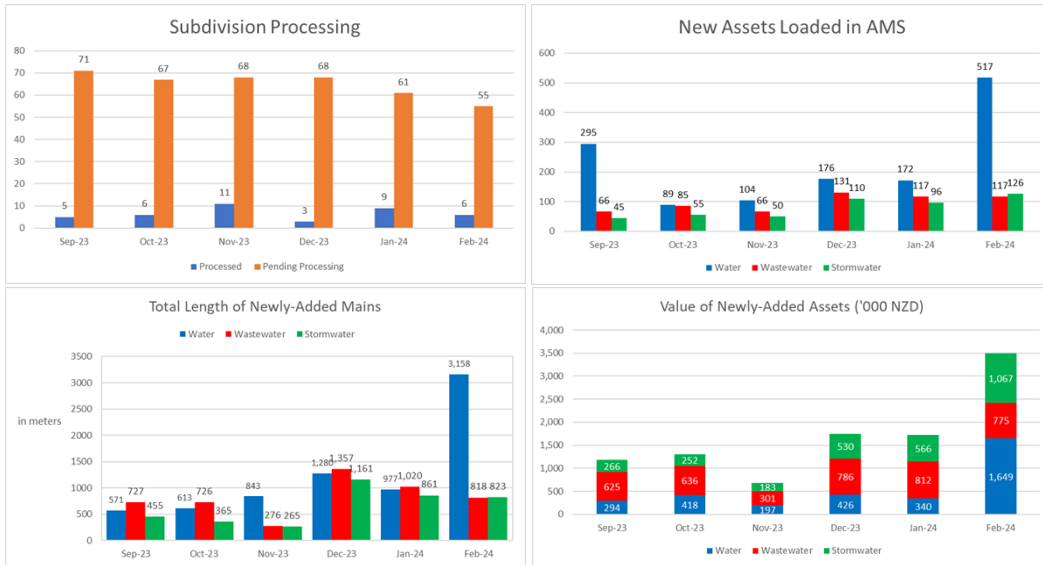
- Huntly Wastewater network model - Consultants have assessed the asset data, and Magflow meter installation at two key pump stations is progressing (one is installed). The regauging flows through the network at specific sites for three months identified the need for an additional data period, which is now completed. Site network verification is underway to allow final system inputs and model completion.
- Huntly Inflow and Infiltration (I&I) - Consultants have been engaged to undertake network monitoring separate from the network modelling. Likely catchments with high I&I were identified alongside network operations and supported by data collected from previous flow gauging. Stage 1 deployment has been completed, and data has been reviewed to identify Stage 2 deployment based on the most reactive areas when comparing dry weather flows to wet weather flows.
- The Raglan WW model – Flow gauge has been installed at Wallis Street WWPS, and Draw-down testing at Nero is yet to be completed. This is required before the model recalibration occurs and will be undertaken following the completion of Huntly flow gauging.
- Tuakau South WW Servicing – Beca has identified two possible alignments for a gravity pipe along Whangarata Road and the Coles Road, Tuakau area. This will convey the flows from Pokeno and enable growth in the immediate General Residential Zone within Tuakau. Two potential locations for a new interceptor pump station have been identified in line with potential gravity mains. Further assessment of the identified options is underway using a Multi Criteria Assessment. This assessment includes consideration of a hybrid of the two already identified.

**4.2. Development and growth**

- Input into District Plan Appeals on servicing of appeal areas continues to be minor.
- Development inquiries have slowed during February, with guidance being provided for residential development proposals in Pookeno and Tuakau at 55 Helenslee Road, Munro Road (development includes new school), and 111 Harrisville Road.

**4.3. Asset Management**

- This month, 760 three-water assets were added to the database, covering 4.8 km of main lines and a combined value of \$3.49m.
- Updating the asset condition to EAM is currently ongoing.
- Our contractor, Insight, submitted the first batch of results from CCTV inspections of wastewater main lines in Raglan.



#### 4.4. Project delivery

##### Water Network Upgrades

###### Central Waikato

- **Taupiri’s** new Water Booster Pump Station control building structure and fit-out was completed at the end of 2023, with teams reestablishing after the Christmas break to commence the project's accessway and external landscaping components. Instrumentation has been ordered to complete the project's internal mechanical, electrical, and control aspects. SCADA programming, quality assurance files, and as-built submissions are being worked through in parallel.



*Taupiri Water Supply Booster Pumpstation is nearing completion.*

###### Mid-Waikato

- The Rangiriri pipeline and associated pipelines on Te Kauwhata Road have progressed through the first round of commissioning tasks. A shortfall in the process identified by the project management team saw the contractor's request to progress denied. Instructions were given to restart the chlorination process, including the need for retesting at the contractor's cost. In February, new assets were installed on the existing network to prepare for the connection of the new mains. The initiative was to complete this connection before local schools and businesses returned in an attempt to reduce disruption as best we could, and it was a success.



*Ridermain installation on Te Wheoro Road, Rangiriri*

### Pokeno

- Three projects will impact Helenslee Road. They are a local network extension, a bulk supply extension, and a Booster Pump Station. The bulk supply extension coordinates the installation of 700m of watermain (250mm) to allow for a valved cross-connection at the intersection of Helenslee and Munro Road and connections to the west of Helenslee Road, enabling connectivity of Pokeno West.



*Helenslee Road bulk WS pipeline extension – indicative*

- Te Kauwhata Reservoir 2: The preload has been removed, and the connecting pipework is being laid ahead of the base slab construction.

### Wastewater Network Upgrades

- Ngāruawāhia Pipeline – The pump station is complete. Work is well underway on Great South Road, with 800m remaining. The Kiwi Rail under-track crossing is underway to link both sides. Work on the 375mm branch sewer has commenced in Galbraith St.



*Ngāruawāhia Pipeline - Galbraith St works and the undertrack auger pilot bore*

- Washer Road Rising Main – The new Washer rising main is being installed up to the railway crossing. The HDD drill shot encountered rock, and a safer working room is

required to support open-cut. An agreement is being prepared with the Ports of Auckland.

- Tuakau Interceptor M&E WWPS Upgrade: Orders for new pumps and variable speed drives have been placed, and construction of the new switch room foundation slab is underway.

### Treatment Plant Upgrades

- Huntly WWTP Initial Works – The initial works designs are underway:
  - Concept design of the 2028/29 Liquid Stream Upgrade
  - Temporary Plant Trial
  - A power supply and inlet screen upgrade
  - An outfall pump station upgrade



*Huntly WWTP Upgrade Concept Design: New outfall Pump Station and the future MBR Upgrade*

- **Raglan WWTP Upgrade** –The plant upgrade will return the process to compliance with the current consent condition at the existing marine outfall. Earthworks are underway to construct the Activated Sludge Reactor and membrane tanks. Alongside the enabling works, the detailed design of the M&E plant is due to be completed in March.



*Raglan WWTP MBR Upgrade– Earthworks are underway in preparation for the tank construction. The main activities will be located between the upper ponds.*

- **Ngāruawāhia WTP Upgrade** – The run-to-waste is ready for operation. The de-chlorination system is being commissioned in March. The resource consent application has been submitted.

### Telemetry project

- Following the successful acquisition of additional funding and requisite approvals from the WGB and WDC in October 2023, our project, with a valuation exceeding \$4.0 million, necessitated a closed tender procurement process. Three contractors were invited to tender in February 2024, adhering to an accelerated tendering schedule to ensure project continuity. Subsequently, a tender evaluation team has been convened to assess the proposals submitted by the invited tenderers. A final decision on the preferred contractor is scheduled for March 2024.

With all requisite hardware procured for free issue to the chosen contractor, planning has commenced for the installation phase. Installation will commence in Raglan in mid to late April 2024. This initial choice stems from Raglan's existing infrastructure, hosting two pilot Kingfisher stations and streamlining the deployment process. Subsequent rollout plans entail a phased approach, progressing area by area. Given the complexity and scale of the project, a comprehensive timeline has been established, estimating an approximate completion duration of 18 months for full project realisation.

## 5. Compliance

- The monthly reports for January and February drinking water quality assurance rules (DWQAR) demonstrated compliance.
- In February, the first annual report from January to December 2023 was produced and submitted to Taumata Arowai via the Hinekorako system. This was a significant effort and an excellent outcome for the team.
- The Geosmin results have begun to decrease, and an assessment of PAC dosing requirements will be completed in early March.
- A Formal Warning for Watercare has been received from the Regional Council regarding the discharge of partially treated wastewater on the incoming tide (Appendix 3).
- An abatement for the Ngaruawahia Wastewater treatment plant was received in February.

## 6. Customer and Billing

### Billing and Customer

- Ngaruawahia Invoices were raised and posted on 1 February 2024.
- The Huntly reading cycle began in February.
- Leadership walk – confirmation of new development water meters.



### Tradewaste

- Investigation due to a fat blockage on Durham Street Ngaruawahia – Discovered four food shipping container shops connected to the sewer network on Durham Street. No grease traps are on site, and the businesses don't have trade waste consents. It has been referred to the Environmental team at WDC to establish if the connections are legal.
- 7 Non-compliances: including nitrogen and discharge volumes identified from the self-monitoring and TKN by random sampling across multiple organisations.

## 7. Strategic resource consents.

### Raglan WWTP:

- The investigation into a disposal option for sub-surface dripper land disposal on the Wainui reserve is complete, and the concept report has been received.
- A further option is being looked at for Wainui reserve, which would look at land contact discharge through a planted area. A proposal from Beca is expected during March to undertake work to develop this concept.
- Apex Water are established on-site for the MBR plant upgrade project.

### Te Kauwhata WWTP:

- Richard Bax is making good progress in establishing effective communication and engagement strategies with stakeholders, the community, and tangata whenua. The overall responsibility for this fall outside the WDC/WSL contract, with the WDC managing this process.
- Beca has completed a report on the Long List Discharge Options. Discussions with iwi and stakeholders on preferred option is the next step.

### Matangi WWTP:

- Beca has been delivered a report on the Matangi treatment plant performance. It contains recommendations for improvements in the plant and network.
- Engineers will explore methodologies like flow smoothing, offset storage, stormwater inflow, and infiltration analysis to determine a realistic maximum discharge flow suitable for the WWTP/discharge field. Once known, Managerial decision-making will be enabled to determine if greater school flow can be agreed to or if the school will need to pursue an on-site solution further.

## 8. Key performance indicators

<i>KPI – description</i>	<b>Results</b>	<b>Target 2022/2023</b>
	<b>Water</b>	
<i>The extent to which the Council's drinking water supply complies with Part 4 of the drinking water standards (bacteria compliance criteria).</i>	18	18
<i>The extent to which the Council's drinking water supply complies with Part 5 of the drinking water standards (protozal compliance criteria).</i>	15	15
<i>Attendance for urgent call-outs: from the time that Council receives a notification to the time that service personnel reaches the site.</i>	February - 43 Year to date - 28	≤ 60 mins
<i>Resolution of urgent call-outs: from the time that Council receives a notification to the time that service personnel confirms resolution of the fault or interruption.</i>	February – 61 Year to date - 82	≤ 240 mins
<i>Attendance for non-urgent call-outs: from the time that Council receives a notification to the time that service personnel reaches the site</i>	February – 1 Year to date - 1	≤ 3 days (contracted Measure, not the LTP < 5 days)
<i>Resolution of non-urgent call-outs: from the time that Council receives a notification to the time that service personnel confirms resolution of the fault or interruption.</i>	February – 1 Year to date - 1	< 3 days
<i>The total number of complaints related to Water services received by Council (expressed per 1000 connections to the networked reticulation system):</i>	February – 1.33 Year to date Result – 8.02	≤ 22/1000 (contracted Measure, not the LTP < 25/1000)
	<b>Wastewater</b>	
<i>The number of dry weather sewage overflows from Council's system (expressed per 1000 sewage connections to that sewage system.) - Non-sensitive receiving environments.</i>	February – 0.30 Year to date Result – 1.09	≤ 2/1000 (contracted Measure, not the LTP < 3/1000)
<i>The number of dry weather sewage overflows from Council's system (expressed per 1000 sewage connections to that sewage system.) - Sensitive receiving environments.</i>	February – 0.0 Year to date Result – 0.0	≤ 2/1000 (contracted Measure, not the LTP < 3/1000)



<i>Attendance time: from the time that Council receives a notification to the time that service personnel reaches the site.</i>	February – 27 Year to date Result – 43	≤ 60 mins
<i>Resolution time: from the time that Council receives a notification to the time that service personnel confirms resolution of the blockage or other fault.</i>	February – 167 Year to date Result – 134	≤ 240 mins
<i>The total number of complaints received by Council about any of the following (expressed per 1000 connections to the sewage system): - Sewage odour - Sewage system faults - Sewage system blockages - Council's response to issues with its sewage system.</i>	February – 0.67 Year to date Result – 3.04	≤ 10
<i>The total number of complaints received by Council about any of the following (expressed per 1000 connections to the sewage system):</i>	February – 0.67 Year to date Result – 3.04	≤ 10/1000
<i>Level of compliance, number of the following, Abatement, infringement notices, enforcement orders or convictions</i>	February – 2 Year to date Result – 3 (in this FY)	≤ 2
<i>Council's level of compliance with resource consents for discharge from its wastewater system, measured by the number of: - Convictions</i>	December – 0 Year to date Result – 0	0
<i>Stormwater</i>		
<i>The number of flooding events that occur in the district per annum (Event defined as a habitable floor flooded)</i>	February – 0.0 Year to date Result – 0.0	< 5
<i>For each flooding event, the number of habitable floors affected (expressed per 1000 properties connected to the stormwater system).</i>	February – 0.0 Year to date Result – 0.0	< 0.3
<i>The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach per quarter.</i>	February – 0.0 Year to date Result – 0.0	< 2 hours (LTP Measure, not the contracted < 8 hours)
<i>The total number of complaints received by Council about the performance of the stormwater system (expressed per 1000 connections):</i>	February – 0.53 Year to date Result – 1.58	< 1.25 (contracted Measure, not the LTP < 4)

Level of compliance, number of the following,  
Abatement, infringement notices, enforcement orders or  
convictions

2023/24 – 0  
(in this FY)

0

*Health and Safety*

*Safety: Lost time injury frequency rate (LTIFR) per million hours  
worked*

1.33

≤ 5

*Safety: Total recordable injury frequency rate (TRIFR) per  
million hours worked*

7.12

≤ 20

*Safety: 100% of Notifiable (or serious non-notifiable) Events  
reported to WDC within 2 hours of the occurrence*

100%

100%

*Safety: 100% of Notifiable Event reports supplied to WDC  
within 21 business days*

100%

100%

*Safety – the percentage of complaints resolved within ten  
working days*

100%

95%

*Safety- Health and safety Audit programme and action plan  
completed (6 monthly and then annually)*

100%

1

*Safety - All site emergency plans to be drilled six-monthly as  
per drill schedule*

100%

> 100%

*Safety - Monthly Health and safety meeting held with all  
workers*

1

> 90%

*Safety-Critical risk audit to be conducted by HSW BP Bi-  
monthly*

100%

1

*Safety -Actions required to be closed within one month*

100%

> 90%

## 9. Appendix

1. Health and Safety incident report
2. Safety Alert
3. Waikato Regional Council Formal warning letter

# Human Factors Incident Analysis Report

## Human and Organisation Performance (HOP) Principles

People make mistakes
Blame fixes nothing
Context drives behaviour
Learning is vital
Response matters

## Incident Summary

<b>Title</b>	Caustic Exposure Event
<b>Incident Date/Time</b>	11:30am Friday 2 <sup>nd</sup> February 2024
<b>Incident Location</b>	Huntly Water Treatment Plant
<b>Investigation Team</b>	<p><b>Watercare Laboratory Services:</b></p> <ul style="list-style-type: none"> <li>Chris Kinley - Head of Laboratory Services</li> <li>Darren Cadman - Department Head Customer Solutions (incls samplers)</li> </ul> <p><b>Watercare's Waikato District Council team:</b></p> <ul style="list-style-type: none"> <li>Mathew Telfer - Operations Manager Waikato</li> </ul> <p><b>Watercare HSW:</b></p> <ul style="list-style-type: none"> <li>Emma Simm - Wellness Business Partner</li> <li>Shaun Northard - HSW Business Partner</li> </ul>
<b>iCare Number</b>	HSW0016901

## Brief Description of Event

A laboratory sampler was injured whilst attempting to take a post clarifier water sampler from a temporary sampling point at the Huntly water treatment plant. A pipe was selected at an incorrect location, which serves as a dosing pipe containing caustic soda liquid (sodium Hydroxide 46-50%, water 50-54%). In the process of removing the pipe, the contents sprayed into the sampler's eye, and onto their hand and the clothing on their right forearm and thigh. The injured sampler immediately placed himself under the safety shower and used the eye wash station and was assisted by a contractor onsite, and transported to Waikato Hospital A&E. The caustic pipe was reconnected following the event for drinking water supply compliance reasons.

The injured person (IP) was trained in sampling techniques, with 6+yrs experience. IP had also completed Watercare WDC induction courses (Qty 2), which cover the water and wastewater treatment plants as recently as September 2023.

**Business Units Involved:**

**Watercare Laboratory** – Division of Watercare that provides sampling and scientific services to water utilities. The injured person was a worker for the laboratory,

**Watercare - Waikato District Council (WSL/WDC)** – Division of Watercare that operates and maintains water and wastewater treatment plants and networks for the Waikato District Council.

**Persons Involved:**

<b>Name:</b>	<b>Dept:</b>	<b>Role:</b>
WSL/WDC worker 1	WSL/WDC	Water Quality Scientist
WSL/WDC worker 2	WSL/WDC	Summer Intern
WSL/WDC worker 3	WSL/WDC	Treatment plant operator
WSL/WDC worker 4	WSL/WDC	Treatment plant operator
Tom Shilton	WSL/WDC	Operations Controller
Mathew Telfer (MT)	WSL/WDC	Operations Manager Waikato
Ben Darlington (BD)	LAB	Team Leader – Sampling Logistics
Lab worker	LAB	Sampling Scheduler
Sampler 1	LAB	Sampling Technician – 23 Jan
Sampler 2	LAB	Sampling Technician – 25 Jan
Sampler 3	LAB	Sampling Technician – 31 Jan
Sampler 4 (Injured Person)	LAB	Sampling Technician– 2 Feb
Darren Cadman (DC)	LAB	Dept Head Customer Logistics (incls sampling team)
Chris Kinley (CK)	LAB	Head of Laboratory Services
Emma Simm (ES)	WHS	Wellness Business Partner

## Timeline

Date	Time	Activity
17 Jan		<p>The laboratory received a Change Request Form (CRF) from the Watercare Waikato District Council team, pertaining to the Huntly Water Treatment plant for a new sample to be collected twice weekly between 22/01/2024 and 23/02/2024. <b>Refer appendix 1.</b></p> <p>In addition to the standard raw water and treated water sample points routinely sampled, the project required to Geosmin and 2MIB to be sampled from a point after the clarifier stage in the treatment process.</p> <p>The sample for the project was to be taken by a WSL/WDC Plant Operator and picked up from a fridge on site by a Laboratory Sampler.</p>
19 Jan		<p>WSL/WDC asked the laboratory to start sampling this week.</p> <p>Email exchange WSL/WDC worker 1 and BD to establish dates for sampling activity. Dates agreed included days the site would be unmanned.</p> <p>To resolve the lack of an Operator to take the sample, as initially intended, BD offered for lab samplers to perform the sample task. It was agreed between BD and WSL/WDC worker 1, who would send through photos of the sample location (see below)</p>
22 Jan		<p>WSL/WDC worker 2 provides BD with 2 sample point location photos and details as noted below (<b>see appendix</b>):</p> <p>The 1<sup>st</sup> sample was taken by WSL/WDC worker 2 and left in the fridge for pick up following day.</p> <p><b>Date:</b> Monday, January 22, 2024 1:53 PM  <b>Sender:</b> WSL/WDC Worker 2  <b>Desc in email:</b> “Attached are some photos of the clarified water sample point, which is situated under the walkway between the clarifiers and the filter gallery. Please let me know if you have any issues.”</p>
23 <sup>rd</sup> Jan		<p><b>1<sup>st</sup> Sample collected.</b> Sampler 1 collected Raw and Treated water samples as per usual, then picked up the new sample for left in fridge.</p>

Date	Time	Activity
25 <sup>th</sup> Jan		<p><b>2<sup>nd</sup> Sample collected.</b> Sampler 2 collected Raw and Treated water samples as per usual.</p> <p>This new sample for the project was now indicated on in the run sheet to be taken by the Sampler. Attached to the run sheet was the email from 22<sup>nd</sup> Jan with instructions and photos, along with the bottle labels etc.</p> <p>The sampler found the new sample point from the photos and email description. However, there was no obvious way to take the sample as no sample tap. Initially they traced the black pipe headed to a white duct attached to the adjacent structure. This was fixed and not removable. At this point sampler 2 phoned WSL/WDC worker 2 who's details were on the email to seek advice.</p> <p>WSL/WDC worker 2 instructed Sampler 2. The sampler closed the valve using the blue handle and disconnected the push lock pipe. The sample was taken, and the pipe reconnected, and the valve reopened as it had been upon arrival.</p>
31 <sup>st</sup> Jan		<p><b>3<sup>rd</sup> Sample collected.</b> Sampler 3 was new to the Huntly WTP, first visit.</p> <p>The sampler followed the Sample Dept knowledge base tools (includes Google maps with verified pin locations) to identify the location of the routine Raw and Treated water sample taps. The Raw water was labelled. The treated water was not so easy to locate, so they sought clarification by phone from an experienced sampler who clarified the location details. The treated water sample was successfully taken.</p> <p>The sampler did not have the email (above) to provide details of the sample location for the project sample. Sampler 3 rang Sampler 2, who had attended on 25<sup>th</sup> Jan. Location description and information was shared over the phone. Sampler 3 also spoke in person to a Plant Operator to clarify how to disconnect the pipe.</p> <p>The operator indicated if he had difficulty with the pipe, he could dip sample in the clarifier tank. Whilst it was a bit tricky to disconnect the pipe, the sampler successfully collected the sample from the pipe as originally planned.</p>

Date	Time	Activity
Friday 2nd Feb	6:30 – 7am	<p>Sampler 4 (IP) assigned the Hunty samples.</p> <p>There was no copy of the email attached to the run sheet for the day, which would have provided the sample point photos, brief location description and contact details for WSL/WDC worker 2.</p> <p>Recognising that there was a new sample point, Sampler 4 (IP) asked Sampler 3 for directions to and description of new sample point. Understood that it was from the raw water point, across the platform, down the stairs next to clarifiers, find valve with black hose attached. Turn off valve and detach hose to obtain sample.</p>
	11am	<p>Sampler 4 (IP) arrived onsite and proceeded to look for the new sample point. Was unable to locate it, so went looking for an operator or a contact phone number for an operator. Found neither so approached a contractor working onsite (McKay contractors are electrical maintenance contractors for the Waikato treatment plants and familiar with the plant layout and systems).</p> <p>Sampler 4 asked contractor if he knew where the sample point was, contractor wasn't sure but pointed out the clarifiers to Sampler 4. Sampler 4 returned to the clarifier via the upper platform, spotted a valve coming out of a clarifier tank. Went down the platform stairs (incorrect stairs) to the valve, which he noticed was sealed, so he followed the pipe to the next valve. This was attached to black tubing as described to him in the morning.</p>
Event	11:30	<p>Sampler 4 believing he had located the correct sample point, turned off the valve and proceeded to remove the pipe as instructed. The hose had screw-lock fitting. As he removed the pipe, pressurised caustic fluid escaped spraying into his right eye, onto his long-sleeved clothing saturating through to his right forearm and right thigh. The substance immediately caused eye irritation. He made his way to the safety shower, which he had taken note of as part of his orientation walk around site. Applied water at which point the contractor arrived to assist.</p> <p>(The IP had received training in the use of safety showers and their eye rinse parts, in Laboratory health and safety training in 2023, performed by the Occupational Nurse.)</p>



Date	Time	Activity
		<p>The McKay contractor onsite assisted the IP with first aid.</p> <p>IP called DC to explain what had happened. DC requested the contractor to transport IP to nearest medical facility. Contractor drove to nearby St Johns ambulance station. The station was unattended so called 111 advised ambulance would be a while. Rang MT who advised the pair to go direct to Waikato District Hospital, in Hamilton.</p> <p>The IP arrived at hospital (time approx. 12pm)</p>
	11:30 – 12:00	<p>Escalation phone calls alerted the following:</p> <ul style="list-style-type: none"> <li>• Operations Manager Waikato (MT) notified Mark Bourne (Chief Operations Officer), who in turn notified Amanda Singleton (Chief Customer Officer)</li> <li>• Dept Head Customer Solutions (DC) notified Chris Kinley (CK) (Head of Laboratory Services)</li> </ul>
	12:30 to 14:00	<p>MT travelled from Raglan to Waikato Hospital, arriving 12:50. MT Notified WDC at 12:55 DC and CK travelled from Auckland (Mangere) to Waikato Hospital</p>
	13:47	<p>CK called EHS Wellness BP Emma Simm to alert of injured employee. ES alerted Chief Corporate Services Officer, who notified CE that injury was potentially notifiable subject to hospital assessment.</p>
	12:00 – 20:00	<p>IP treated in emergency department. Continuous flushing and fluids in eyes to reduce PH levels in eye, and showers to reduce skin burns (sunburn level). Eye doctor continued treatment for eye. Eye Doctor confirmed treatment had exceeded first aid only for the eye.</p> <p>CK notified ES as this would require Work Safe notification.</p>
	20:00	<p>IP prescribed pharmacy medications and discharged from A&amp;E with referral to Greenlane Hospital eye clinic for Monday 5th Feb. Had general advice to see a GP regarding arm and thigh burns, which had responded well to first aid applied in hospital.</p> <p>IP's family arrived and drove him home</p>
Sat 3rd Feb		<p>IP attended Greenlane Hospital due to concern the medications were causing irritation to right eye and some blurred vision. Further medication prescribed. Follow up appointment booked for 1 week. DC checked in with IP and received update on the day and his condition.</p> <p>Work Safe Notification submitted by Emma Simm mid-morning.</p>
Sun 4th Feb		<p>DC checked in with IP and received update on his condition</p>

Date	Time	Activity
Mon 5th Feb		<p>IP attends GP to check arm and thigh burns. Receives a medical unfit for work ACC certificate for 7 days (12<sup>th</sup> Feb).</p> <p>DC checked in with IP and received update on his condition.</p> <p>Email received by CK regarding Work Safe notification initial follow up. Email responded to and copied to MT and ES.</p> <p>16:45 Work Safe called CK regarding scene preservation / release. Directed to MT (as per email response)</p> <p>17:50 MT and WorkSafe (Amy) spoke and was agreed scene hadn't been preserved as such and therefore no release required. Clarified the hose had been reattached to ensure the Huntly water supply could continue to function.</p>
Tue 6th Feb		<p>Waitangi Day holiday</p> <p>DC checked in with IP and received update on his condition</p>
Wed 7th Feb		<p>Formal event analysis commenced.</p> <p>IP was part of the process and phone interviewed in the afternoon by DC/ES</p>

## Immediate actions

*What was done at the time? Has anything changed or improved since the event?*

Laboratory (IP direct manager)	WSL/WDC Operations (Asset owner)
<p>DC – Sampling Team were immediately advised via MS teams’ channel that under no circumstances are pipes (or other plant fittings and fixtures) to be removed to take samples. Subsequently (Monday 5th) a similar risk was identified at another plant, and operator did the pipe disconnection to enable the sample to be collected instead of sampler.</p>	<p>MT – Secured site reattached caustic hose to protect water process safety</p>
<p>DC – Reiterated that eye protection must be worn whenever a risk of contact with chemicals is identified.</p>	<p>MT – Paused the sampling project non-routine samples. To be restarted following investigation and corrective actions. All routine sampling continued.</p>
<p>DC – Team Meeting: Briefed and discussed the incident with the sample team, reminder that if there is any doubt about a sample point location, they must contact seniors for clarification. If any samples require removal of hoses, that this is the responsibility of the operators. If no operator available, samplers cannot intervene.</p>	

Laboratory	WSL/WDC Operations
<p><b>Good Stuff</b></p> <ul style="list-style-type: none"> <li>• Teams worked well exhibiting “Make it Happen” value, in trying to resolve the logistics of how the samples for the project could be taken. Best of intentions at that time.</li> <li>• The Sampling team tools for regular sample point location information to verify correct location was referenced for the two regular sample taps, including sampler 3 new to the site. This was made available through an investment in mobile technology enabling onsite access to information.</li> <li>• Chemical exposure first aid training (eye wash and showers) utilised during event. IP had made note of location as required by his training.</li> <li>• IP was wearing appropriate PPE (long longs) for the task being undertaken potentially minimising his direct exposure to the caustic.</li> </ul>	<p><b>Good Stuff</b></p> <ul style="list-style-type: none"> <li>• Teams worked well exhibiting “Make it Happen” value, in trying to resolve the logistics of how the samples for the project could be taken. Best of intentions at that time.</li> <li>• Eye wash and emergency shower available and operating. Chemical data sheet readily available and supplied to doctors.</li> <li>• Support from the McKay staff member was exceptional to support with first aid and transport to hospital.</li> <li>• Support from management (Lab &amp; WSL/WDC) to support and attend to the injured person showed high level of care.</li> </ul>
<p><b>Culture</b></p> <p>This type of incident or similar has not occurred before.</p> <ul style="list-style-type: none"> <li>• The task changed from the original plan (operator to sample) due to the timing of the samples, and the non-availability of the operator at those times.</li> <li>• In the absence of clear instructions and directions, it is possible that someone else, could have made the same error.</li> </ul>	<p><b>Culture</b></p> <p>This type of incident or similar has not occurred before.</p> <ul style="list-style-type: none"> <li>• The task changed from the original plan (operator to sample) due to the timing of the samples, and the non-availability of the operator at those times.</li> <li>• If hazard signage had been in place, it is probable that the incident could have been avoided.</li> </ul>

Laboratory	WSL/WDC Operations
<p><b>Intent</b></p> <ul style="list-style-type: none"> <li>There was no untoward intent. The IP was attempting to execute the work instruction to the best of their ability based upon the information they had.</li> </ul>	<p><b>Intent</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul>

## Pressures

- What do you think contributed to the event? Please fill out the table below:

Contributing Factors	How did these factors influence the event?	
	Laboratory	WDC Operations
Environment (weather, vibration, lighting etc.)	N/A	N/A
Distractions	N/A	N/A
Time pressures	N/A	
Financial pressures	N/A	N/A
KPI / requirement pressures	N/A re KPI Aligned with routine sample run dates, just needed to ensure this extra sample was picked up / taken.	Samples required to be collected to a regular time schedule for the project
Resource pressures/availability	Routine sample schedule did not align with water treatment plant days for on site operators or sample days for Samplers. Resulted in agreement between teams for Samplers to undertake the sampling for the project, including days the site was unmanned.	
Perceived level of risk (hazard not identified)	The task was to take a drinking water (partially treated) sample, therefore the hose involved should only contain water (low level risk activity)	N/A
Fatigue	N/A	N/A

Contributing Factors	How did these factors influence the event?	
	Laboratory	WDC Operations
<b>Communication</b>	<p>The information regarding the location and description of the sample points was not effectively communicated to all samplers involved.</p> <p>On various dates samplers had different combinations of the printed email &amp;/or received verbal information on either location &amp;/or how to extract the sample from WDC staff or from a colleague from a prior date.</p>	At the point of incident there was no chemical warning signage on that particular hose.
<b>Training</b>	N/A	N/A
<b>Equipment</b>	No equipment was required.	MT – The required sample point was not a sample tap. The indicated access point only required manual adjustment to enable a sample to be taken.
<b>Planning</b>	The Labware system does not easily flag repeat non-standard sites with bespoke offline instructions. This contributed to how the email instructions / photos were not picked up as required for the 2 <sup>nd</sup> and subsequent visits.	N/A
<b>Process</b>	Change to the original change request process (CRF), did not trigger an alert to any potential risk.	N/A

## Root Cause(s)

Laboratory – Root Causes	
<p><b>Absent or failed defences.</b> The situations, systems, conditions, equipment, measures or human factors which normally prevent this type of incident from happening.</p>	<ul style="list-style-type: none"> <li>• No process in place indicating that samplers should not disconnect process line hoses, only to take samples from purpose-built sampling points.</li> </ul>
<p><b>Individual or team actions.</b> The situations, systems, conditions, equipment, measures or human factors which normally prevent this type of incident from happening.</p>	<ul style="list-style-type: none"> <li>• Sampler 4 was not fully confident he was at the correct sample point, however proceeded with the task without seeking clarification from senior staff.</li> </ul>
<p><b>Task or environmental conditions.</b> The "situational characteristics" which existed immediately prior to the incident, including the work situation, physical environment</p>	<ul style="list-style-type: none"> <li>• Sampler 4 did not have access to instructions and photographs of the new sample point.</li> </ul>
<p><b>Organisational factors:</b> The latent system-based factors present before the incident which may have contributed to the presence of specific adverse task or environmental conditions, individual or team actions, or absent or failed defences.</p>	<ul style="list-style-type: none"> <li>• CRF form – does not collect enough information about the risks, logistical requirements, contact personnel (if different from requestor) for the sampling team.</li> <li>• The method and tools for communication of bespoke sampling requirements, did not meet the needs of the onsite samplers.</li> </ul>

WSL / WDC Operations – Root Causes	
<p><b>Absent or failed defences.</b> The situations, systems, conditions, equipment, measures or human factors which normally prevent this type of incident from happening.</p>	<ul style="list-style-type: none"> <li>• Lack of chemical warning signage at the point of incident</li> <li>• Temporary sample had to be obtained from a non-standard sample point.</li> <li>• No physical label indicating approved sample point for non-routine samples.</li> </ul>
<p><b>Individual or team actions.</b> The situations, systems, conditions, equipment, measures or human factors which normally prevent this type of incident from happening.</p>	<ul style="list-style-type: none"> <li>• The lack of a routine sample point for this project requirement means the sample would typically be taken by an operator.</li> </ul>
<p><b>Task or environmental conditions.</b> The "situational characteristics" which existed immediately prior to the incident, including the work situation, physical environment</p>	N/A
<p><b>Organisational factors:</b> The latent system-based factors present before the incident which may have contributed to the presence of specific adverse task or environmental conditions, individual or team actions, or absent or failed defences.</p>	<ul style="list-style-type: none"> <li>• Process for labelling sample points didn't extend to temporary non-routine sample points.</li> <li>• Reliance on chemical certification audits to confirm adequate control compliance. However, need to review if this includes chemical distribution lines.</li> </ul>



## Corrective Actions


*What actions could we put in place, given all the above information, to prevent this from occurring?*

Corrective actions should follow the hierarchy of controls (eliminating, isolating, substituting, or engineering out risk)

Laboratory - Corrective Actions				
Action	Responsible Person	Due for Completion Date	iCare Updated?	
<p>Samplers will only take samples in treatment plant locations which are either:</p> <ul style="list-style-type: none"> <li>• a dedicated sample tap or</li> <li>• a standard grab sample.</li> </ul> <p>All other samples on plants will require Operators to undertake the sample. If that involves specific microbiological or special sample measures, co-ordination of combined resources will ensure correct sample procedure after the operator has safely enabled the water to be sampled.</p>	Darren Cadman	<p>DONE</p> <p>Immediate instruction briefed to samplers Thursday 8<sup>th</sup> Feb 2024.</p>	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Add to training program and testing regarding uncertainty about any aspect of the work to stop, seek clarification from senior staff	Darren Cadman	16 <sup>th</sup> Feb	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Improve sampler access to information (photo's maps, instructions) for ad hoc or project-based sampling.	Darren Cadman	16 <sup>th</sup> Feb	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
<p>Change Request Form</p> <p>Enhancements to the change request form are being made to flag at time of work request, to include location map and sample point photos. If the sample involves a sample point other than a regular sample tap or grab sample, this will flag intervention by senior Sampling personnel.</p>	Darren Cadman	<p>WIP</p> <p>Target 16th Feb 2024.</p>	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Review recently completed employee EHS Committee risk assessments of lone work, re field sampling, consider if personal emergency locator devices would be beneficial.	Darren Cadman	<p>WIP</p> <p>23rd Feb</p>	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

WDC Operations - Corrective Actions				
Action	Responsible Person	Due for Completion Date	iCare Updated?	
Place chemical warning sign on the supply line that was used during the incident	Gil Miers	Wed 14 Feb	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
A review of chemical labelling across this plant initially and all plants – align with audits to date.	Gil Miers	Thurs 29 Feb	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Ensure future sample points for samplers must be separated from the operational process	Gil Miers	Wed 14 Feb	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Review the support data and condition of existing routine sample points and establish an annual review process	Gil Miers	Thurs 29 Feb	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
All sample points, within plants, are signed posted to confirm the location is correct for the samplers.	Gil Miers	Thurs 29 Feb	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

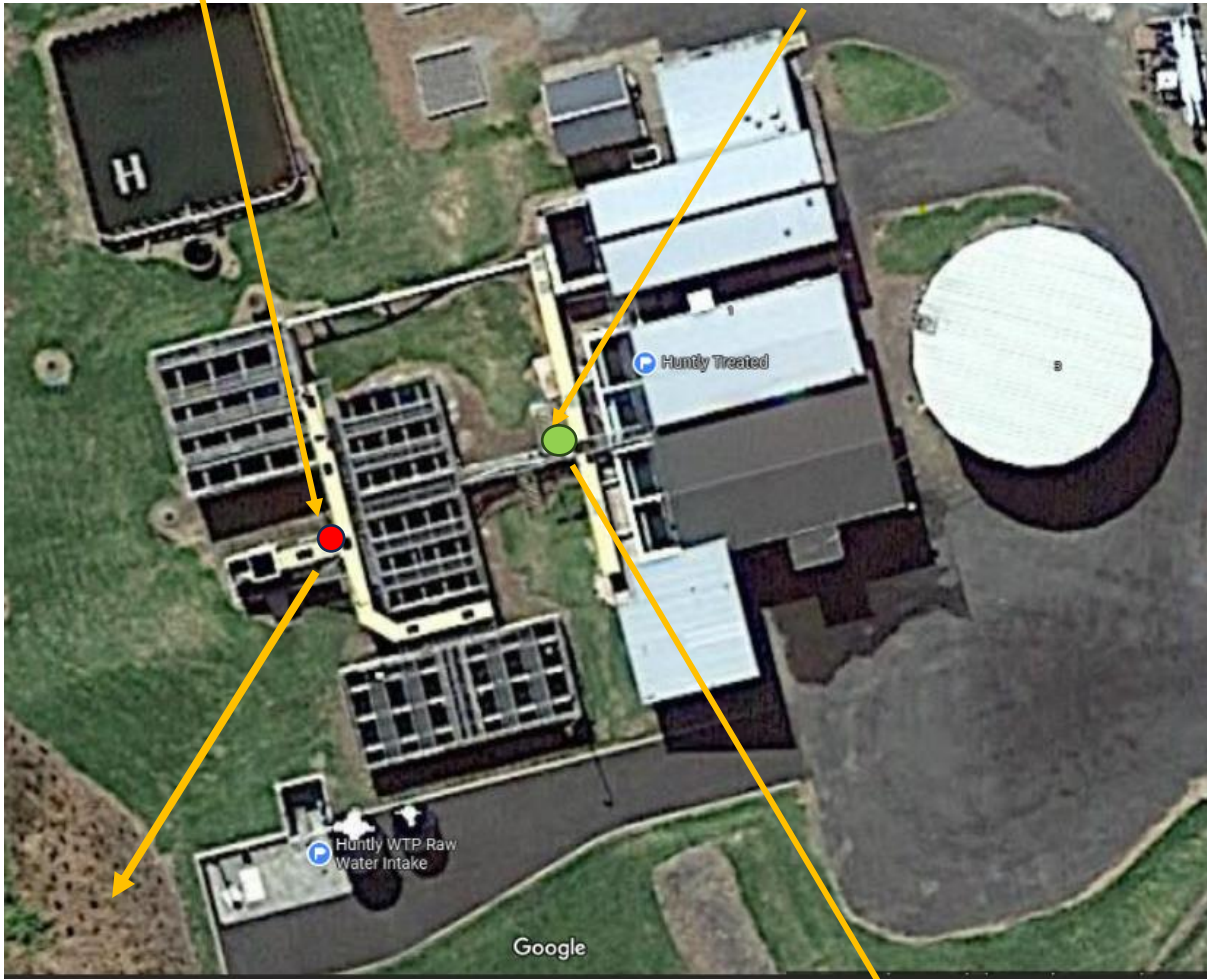
Organisation Wide WHS - Corrective Actions				
Action	Responsible Person	Due for Completion Date	iCare Updated?	
Safety Alert chemical exposure -remove PPE that has chemicals on them to avoid soak through injuries.	Shaun Northard	16 Feb	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Signage for Safety showers to remove clothes if contaminated with chemical.	Emma Simm	23 Feb	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Check with training that First aid and / or chemical handling training includes removal of clothing.	Shaun Northard	16 Feb	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
To review the design standard for Watercare's signage of pipes and control points.	Shaun Northard	23 Feb	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Investigate and recommend appropriately whether safety showers / eye wash stations on treatment plants should / can be connected to an alert system to raise awareness to an incident on a site, especially those unmanned on a regular basis. (Laboratory external showers already alarm inside the Lab)	Shaun Northard	31 March	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Organisation Wide WHS - Corrective Actions				
Action	Responsible Person	Due for Completion Date	iCare Updated?	
<p>Investigate Hospital nurse recommended first aid kit item (picture) Diphoterine. Suggestion was useful on sites with chemicals and in first aid kits. Review with Watercare occupational nurses.</p> 	Emma Simm	23 <sup>rd</sup> Feb	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

### Photos

Sampler 4 injured here

Correct sample point



Incorrect location valve and hose detached by sampler 4 (IP)

Intended sample valve and hose.

Photos provided to Laboratory to assist location of sample point:




**Date:** Monday, January 22, 2024 1:53 PM

**Sender:** WSL/WDC Worker 2

**Desc in email:** "Attached are some photos of the clarified water sample point, which is situated under the walkway between the clarifiers and the filter gallery. Please let me know if you have any issues."



**Appendix 1:**  
**Change Request Form:**

Watercare 		CHANGE REQUEST FORM	
<p>1. Please complete this form for any changes to the Water Quality sampling programme and e-mail to the Watercare laboratories: <a href="mailto:LABRequests@water.co.nz">LABRequests@water.co.nz</a></p> <p>2. Please save a copy in the folder "L:\Water Quality\Labs\Change Request Forms" in the format "CRF_YYYY_MM_DD_initials_description.doc"</p>			
<p><b><u>For same day requests follow up with a call to Ben Darlington, Rosemary Sim or Darren Cadman.</u></b></p>			
<p><b><u>For requests after 3pm, on weekends &amp; public holidays or emergency requests, call the Sampling Dept On-Call Controller on 09 539 7793</u></b></p>			
Requestee Details			
Name:		Date:	17/01/2014
DDI:		Mobile:	021 229 8057
E-mail:			
Sampling Details			
Start Date:	22/01/2024	End Date:	23/02/2024
Sample Type:	Non Routine	Frequency:	Other - details below
Other: (provide details)	2 per week at 3 different locations (see below details)		
Location:	<ul style="list-style-type: none"> <li>- Huntly WTP Raw water (2 per week)</li> <li>- Huntly WTP Clarified water (2 per week)</li> <li>- Huntly WTP Treated water (2 per week)</li> </ul> Preferably either Monday and Thursday, or Tuesday and Friday		
Required Tests:	Taste and odour compounds (Geosmin and 2MIB)		
Financial Details			
WBSE:	Y-1400-BL-009	GL code:	
Additional Information			

## Waikato District Council – Induction – download (extract relevant pages):

# Huntly Water Treatment Plant – Site Information

## Hazards

Static Hazards	Hazard Description	Hazard Locations & Information	Static Hazards	Hazard Description	Hazard Locations & Information
Confined Spaces	Confined Spaces Entry Points and Manholes	<p>Chemical Bulk and Dose Tanks Manholes and Chambers Flash Mixer Waste Tanks Chlorine Contact Tanks Reservoirs Clarifier, Filters (when drained)</p> <ul style="list-style-type: none"> <li>Risk assess using Confined Space decision tree.</li> <li>Confined Space Permit required.</li> <li>Refer to confined space register.</li> </ul>	Work Environment	<p>Hazardous Surface Conditions (E.G. Slippery, Uneven, Obstacles) Poor Visibility Unstable Earth (E.G. Soft, Non-Weight Bearing, Rock Fall or Landslip) Noise, vibration Sharps, Needles, Broken Items</p>	<p>Includes: Slips, trips, falls Noise and vibration UV Reactor Units</p> <ul style="list-style-type: none"> <li>Risks associated with the working environment should be assessed as part of the JSA and SOP (Standard Operating Procedure)</li> </ul>
Fire and Explosion	Explosive Gases EEHA Zone (Electrical Equipment for Hazardous Areas) Stored Flammable Material	<p>No designated hazardous atmosphere zones on-site. No Flammable Materials stored on-site.</p>	Plant & Equipment	<p>Fixed Plant / Equipment Mobile Plant and Equipment</p>	<p>All plant and equipment should be treated as live and automatic.</p> <ul style="list-style-type: none"> <li>Isolation Permit may be required.</li> </ul>
Biological Hazards	Bacteria/Viruses Parasite/Insects/ Rodents	<p>Water Treatment Processes are designed to remove bacteria and viruses. Bacteria and viruses may be concentrated in sludge. Pest control stations located on-site.</p>	Hazardous Substances	<p>Chemicals: Liquid / Powder / Solid / Gas / Fume Asbestos Containing Materials Dust (Chemical or Environmental) Major Hazard Facility</p>	<p>Hazardous chemicals stored on-site: Chlorine gas Powder Activated Carbon (PAC) Aluminium Sulphate (Alum) Polyelectrolyte (Poly) Caustic Soda Sodium Hypochlorite (Hypo) Hydrofluorosilicic Acid (HFA)</p> <p>Chemicals present in bulk tanks, dose tanks, and chemical dose lines throughout the site.</p> <p>Known or suspected asbestos containing materials on-site.</p> <ul style="list-style-type: none"> <li>Refer to Asbestos Register for further details</li> </ul>
Energy	Underground/ Overhead Services Electrically and mechanically powered plant and equipment Hydraulic / Pneumatic systems Ultra Violet Light	<p>Switchboards, Motor Control Centres (MCCs), Field Cabinets (FCABs), Uninterrupted Power Supply units (UPSs) and software control cabinets on-site to power electrical equipment and instrumentation. Buried, Overhead and above ground cables located on-site.</p> <ul style="list-style-type: none"> <li>All electrically and mechanically powered plant and equipment should be treated as live and may start automatically.</li> <li>Isolation Permit may be required.</li> </ul>	Storing and Moving Materials	<p>Dropped Objects / Loads Stacking, Racking and Storage of Materials Loading and Unloading Materials</p>	<p>Risks associated with storing and moving materials should be assessed as part of the JSA and SOP</p>
Waterbodies	Working Downstream of Stored Fluid Aerated Water Loss of Containment Working on Water	<p>Open water bodies include: Clarifiers Filters</p> <ul style="list-style-type: none"> <li>Any spill/contamination event can compromise the potability of water or create an environmental risk and must be reported immediately.</li> </ul>	Working at Height	<p>Non-Barriered Structure Ladder (Fixed or Portable) Sky-Lights or Non-Weight Bearing Structures</p>	<p>Risks associated with working at height should be assessed as part of the JSA.</p> <ul style="list-style-type: none"> <li>Working at Height Permit required</li> </ul>
			Traffic	<p>Site Traffic Pedestrians</p>	<p>Heavy and light vehicles, and pedestrians may be present on the drive way and within the car parking area.</p> <ul style="list-style-type: none"> <li>Be aware of your surroundings, and abide by the maximum on-site speed limit of 15km/hr.</li> </ul>

# Huntly Water Treatment Plant – Site Information

## Emergency Information

If the site wide evacuation siren sounds:

1. Ensure your immediate work area is safe to leave.
2. Walk promptly to the Evacuation Assembly Point as detailed in the site plan showed below.
3. Use nearest safe exit.
4. Do not re-enter buildings or enter any process areas when evacuating.
5. Remain at the Assembly Point until the all clear is given. A roll call will be performed.
6. Do not re-enter the site until the all-clear has been given by the head warden.
7. Obey all instructions of the Emergency Wardens.

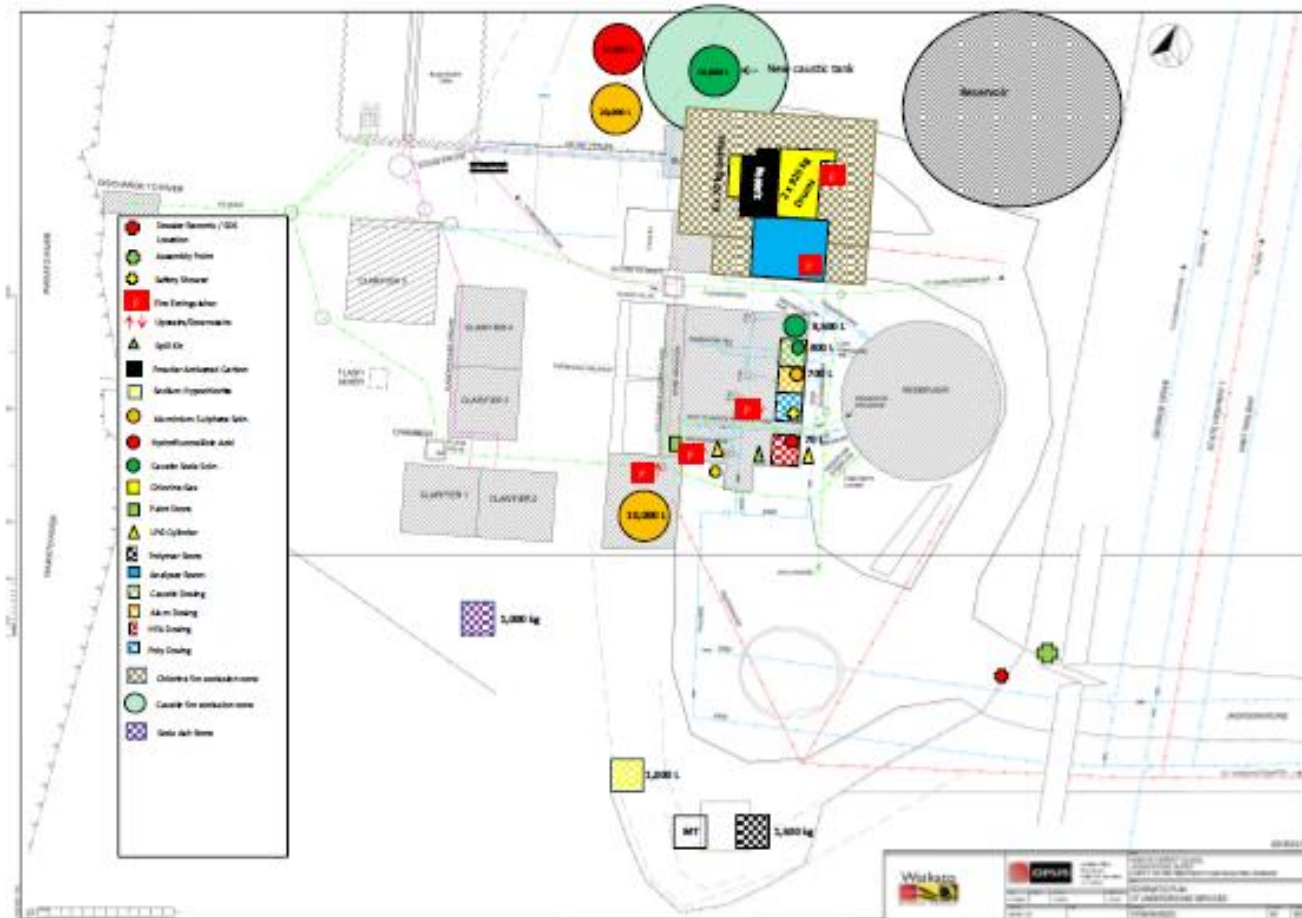
## Site Information

Site address:  
5 Udy Lane  
Huntly  
Waikato

## Site Contacts

Manager: 021 220 7473  
Production Manager: 021 977 360  
Process Engineer: 027 283 3078  
Maintenance Controller: 021 199 6925











Site Map



Evacuation assembly points: Main Gate (Use wind sock to stand up wind from possible Chlorine gas)



## Injured Person (Sampler) Training Record:

 Statistics		Certifications & Retraining					
 Additional Info		<input checked="" type="checkbox"/> Show also expired certifications					
 Courses		<input type="text" value="Search"/> 					
 ILT (Instructor-Led Training)		TITLE	CODE	DESCRIPTION	ISSUED ON	EXPIRY	TO RENEW IN
 Learning plans		First Aid	FAL2	St Johns/A1/PracMed	10/02/2022	Every 2 years Next exp: 10/02/2024	2 days
 External training		Internal - All of Watercare HSW Induction	WSLHS-IAOWHSWI	All of Watercare Induction (not site-specific)	20/08/2023	Every 730 days Next exp: 19/08/2025	558 days
 Badges		Internal HSW Site Induction - Laboratory	WSLHS-LAB	Internal Site Induction Records for Laboratory	13/09/2023	Every 730 days Next exp: 12/09/2025	583 days
 Social		Watercare Contractor Induction - Laboratory	WSLHS-LABCI	Contractor Induction - Laboratory	13/09/2023	Every 365 days Next exp: 12/09/2024	218 days
 Certification		Internal HSW Site Induction - Northern Water	WSLHS-NW	Internal Site Induction Records for Northern Water	13/09/2023	Every 730 days Next exp: 12/09/2025	583 days
		Internal HSW Site Induction - Waikato District	WSLHS-WD	Internal Site Induction Records for Waikato District	13/09/2023	Every 730 days Next exp: 12/09/2025	583 days
		Internal HSW Site Induction - Tuakau	WSLHS-SW	Internal Site Induction Records for Southern Water	13/09/2023	Every 730 days Next exp: 12/09/2025	583 days
		Internal HSW Site Induction - Headworks	WSLHS-HW	Internal Site Induction Records for Headworks	24/09/2023	Every 730 days Next exp: 23/09/2025	594 days
		Internal HSW Site Induction - Northern Wastewater	WSLHS-NWWT	Internal Site Induction Records Northern Wastewater	24/09/2023	Every 730 days Next exp: 23/09/2025	594 days
		Watercare Contractor Induction - Waikato District	WSLHS-WDCI	Contractor Induction - Waikato District	24/09/2023	Every 365 days Next exp: 23/09/2024	229 days

# Safety Alert – managing chemical exposure and burns

22 February 2024

# Safety Alert – managing chemical exposure and burns

## What happened

Recently a Watercare Sampling Technician was sprayed with caustic soda liquid (Sodium Hydroxide 46-50%).

An unlabeled caustic soda dosing pipe connector was selected by the sampler in an incorrect location of a water treatment plant, due to a lack of information about the sample point location and photo's.

In the process of unscrewing the dosing pipe, the hazardous contents sprayed onto the workers eyes, arm, hand, and thigh.

The worker used the site safety shower and eye wash station to rinse off the chemical and then was transported to a hospital for further assessment and treatment.

## First Aid for chemical burns

Assess for danger first

Seek urgent medical help-Dial 111-Ambulance

Avoid contact with the chemical

Flush the area continuously with water

- o Eyes – 15 to 20 minutes
- o Remove contact lenses
- o Intact skin - 5 minutes (minimum)
- o Remove contaminated clothing carefully, as soon as possible, to wash skin directly and avoid soak through burns

## Working near plant, hazardous substance labelling

- ✓ Only interact with plant/equipment with which you are trained
- ✓ Ensure workers are provided with full and clear information to undertake a task, especially non-routine requests
- ✓ If in doubt **pause** the work and seek advice from your people leader or the site owner
- ✓ All chemical storage containers and process delivery pipelines (gas, solids, and liquids) across Watercare sites and projects are to be clearly labelled for hazardous substances and to indicate the direction of flow.

# 68 Site Photos

- Incorrect location – valve and dosing pipe detached by worker. Dosing pipe contains sodium hydroxide.



- Intended hose and valve at correct location. Hose contains treated water



69  
**Formal Warning**

<b>To:</b>	Watercare Services Limited
<b>Address:</b>	73 Remuera Road Remuera Auckland 1050
<b>Date Of Birth:</b>	N/A

You are considered to have contravened the Resource Management Act 1991 (RMA), as follows:

**Section of RMA Contravened:**

Section 15(1) being an offence against section 338(1)(a) of the RMA.

**Nature of Breach Resulting in Formal Warning:**

Contravened Section 15(1)(a) of the Resource Management Act 1991 in that you permitted the discharge of a contaminant, namely treated municipal wastewater, into water, namely the Whāingaroa Harbour, Raglan on the incoming tide, when that discharge was not expressly allowed by a national environmental standard or other regulations, a rule in a regional plan, or a resource consent.

**Location:** Raglan Wastewater Treatment Plant outfall, Whāingaroa Harbour

**Date of Offence:** Between 25 October 2023 and 26 October 2023

**File No:** 60 66 83A

**Warning No:** EAC9929

The circumstances of the offence have been considered and it is deemed appropriate to deal with this matter by way of formal warning.

**You are formally warned as a result of the above offence.**

Please note that this formal warning now establishes, or contributes to, a history of non-compliance associated with the entity named in this formal warning. It will be considered and may be referred to should further breaches against the RMA be detected in the future.

If you wish to raise any matter relating to circumstances of the alleged offence, you should do so by writing to the council officer who issued the formal warning at the address shown on the covering letter of this notice within 14 days of receipt of this warning.

**Signature of Enforcement Officer:**



Shantelle Bromell

**Waikato Regional Council**

**Date of Issue:** 28 February 2024

**IMPORTANT INFORMATION**

It is important to note that offences against the RMA can be dealt with by other measures such as infringement notice, or in more serious cases, by way of prosecution.

Infringement notices issued under the RMA currently carry penalties of between \$300 and \$1000.

Penalties available to the Court when dealing with RMA prosecutions include:

- in the case of a 'natural' person, to imprisonment for a term not exceeding 2 years or a fine not exceeding \$300,000;
- in the case of a person other than a natural person (such as a company), to a fine not exceeding \$600,000.

Under the Resource Management Act, "Person" is defined as including the Crown, a corporation sole, and also a body of persons, whether corporate or unincorporate.

<b>To</b>	<b>Waters Governance Board</b>
<b>Report title</b>	<b>Risk Register Update – March 2024</b>
Date:	27 March 2024
Report Author:	Deron Sharma, Three Waters Reform Project Manager
Authorised by:	Megan May, General Manager Service Delivery

## **1. Purpose of the report**

### **Te Take moo te puurongo**

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The purpose of this report is to present the updated risk register to the Waters Governance Board (**WGB**) for approval.

## **2. Executive summary**

### **Whakaraapopototanga matua**

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The Waters Team at Council is responsible for maintaining the risk register as part of operational risk management. As of 27 March 2024, there are 53 risks that are actively being managed by the Waters Team under the guidance of the Waters Manager. From this, 20 risks with the highest Gross Risk Scores have been tabulated for the WGB (**Attachment 1**) for consideration.

An additional six new risks have been identified during the recent risk review for the Waters Team to actively manage (**Attachment 2**). Using Gross Risk Score Factor as a determinant, two of these are assessed to be Extreme, three are assessed to be High, and one Moderate.





The newly identified risks predominantly concern the proposal by Watercare to disengage from the Operations and Maintenance contract, uncertainties emanating from the Government's Local Water Done Well Policy, inflow and infiltration of the wastewater network, and the risk inundation poses to residents of Te Kowhai during severe weather events.

Six existing risks are proposed to be closed out, of which, four were assessed to have a High Gross Risk Score Factor and two were assessed to have a Moderate Gross Risk Score Factor (**Attachment 3**). These include risks pertaining to the previous Government's Three Waters Reform program, COVID-19, and transitioning to the operational period of the Operations and Maintenance contract with Watercare Services Limited (**Watercare**).

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In each of the attachments, a status column has been added to demonstrate the trajectory of each risk against the last risk review (**Table 1**). The purpose of this metric is to track changes to the Residual Risk Score Factor over time.

**Table 1: Legend explaining symbology for tracking residual risk score factor in risk register.**

Status = Residual Risk Score Factor	Corresponding symbol	Count(Assigned Status)
Unchanged		38
Increased		3
Decreased		6
Closed		6
<b>TOTAL</b>		<b>53 Risks</b>


### 3. Staff recommendations Tuutohu-aa-kaimahi



That the Waters Governance Board receives the Risk Register Update March 2024 report.



### 4. Attachments Ngaa taapirihanga


Attachment 1	Three Waters Top 20 Risks – March 2024
Attachment 2	Three Waters New Risks – March 2024
Attachment 3	Three Waters Closed Risks – March 2024







Risk Ref #	Risk Statement <i>Risk statement to include "Bad outcome - cause"</i>	Gross Risk score			Treatment plan <i>What can we do about each significant risk to either eliminate it or reduce it?</i>	Residual Risk score			Contingency <i>If the risk becomes reality...what action(s) will we implement?</i>	Status <i>How has the Residual Risk Score changed since the last review?</i>	Risk Owner <i>Who will take responsibility for this risk? (One person!)</i>	Monitoring/ Reporting <i>Who will monitor and report on this risk?</i>	Timeframe <i>What is the frequency for monitoring/ reporting?</i>
		Likelihood	Consequence	Factor		Likelihood	Consequence	Factor					
40	Insufficient funds for Raglan WWTP consent application and plant upgrade in current LTP	5	5	Extreme	Reviewed estimates for both consent processing and plant upgrade in the 2021 LTP. Consent processing budget was increase by WDC late January 2020. The LTP budget was reviewed during 2020 as the best practical option is developed.	1	4	Low	<p>Paper went to November 2022 WGB seeking approval to use LTP budget to start work with an expected shortfall of \$14.72m to deliver the overall program.</p> <p>Update June 2023: Paper approved. Risk remains to be monitored in case project not delivered.</p> <p>March 2024: \$35.37 M allocated to upgrade in 2025-34 LTP. Keeping risk open as LTP not yet adopted.</p> <p>WWTP Upgrade construction underway. Project in execution phase.</p> <p>Discharge Project: Currently in feasibility phase, undertaking options review.</p>		Waters Manager	Engineering Manager	Quarterly risk reporting




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		Likelihood	Consequence	Factor		Likelihood	Consequence	Factor					
60	Contract for Hamilton City water supply to WDC has lapsed and is mid negotiation with cost exposure impacting savings anticipated in the LTP Watercare model	5	4	Extreme	<p>Continue negotiations. HCC have not engaged to sign off the contract or CE letter exchange to agree to continue operating in current form and it remains in limbo pending reform. Risk is limited as there is little risk of HCC turning off the water.</p> <p>Update June 2023: Letter received from HCC to continue supplication. Consequence changed from 4 to 3.</p> <p>March 2024: Still operating on lapsed conditions upon mutual agreement by respective CEs. First expiry is June 2024, with right of renewal to June 2025. Contract is currently being negotiated by Waters Manager.</p>	3	4	High	Mutual agreement by CEs to extend to June 2025.		Waters Manager	Waters Manager	Quarterly risk reporting
72	Letter received confirming Housing Infrastructure Funding (HIF) is all there. Budget at TKWWTP is not enough to deliver the whole upgrade. WDC now need to find funding for plant servicing between 6,000 and 9,000 population	5	4	Extreme	Ensure the next LTP has this included and that population projections are complete.	3	1	Low	<p>This has been included in DIA submissions for the new WSE AMP.</p> <p>March 2024: \$45M allotted in 2025 - 2034 LTP for final TKWWTP upgrade, to be achieved in 2029/2030. Therefore, action can be lowered in consequence.</p>		Waters Manager	Waters Manager	Quarterly risk reporting

Risk Ref #	Risk Statement <i>Risk statement to include "Bad outcome - cause"</i>	Gross Risk score			Treatment plan <i>What can we do about each significant risk to either eliminate it or reduce it?</i>	Residual Risk score			75 Contingency <i>If the risk becomes reality...what action(s) will we implement?</i>	Status <i>How has the Residual Risk Score changed since the last review?</i>	Risk Owner <i>Who will take responsibility for this risk? (One person!)</i>	Monitoring/ Reporting <i>Who will monitor and report on this risk?</i>	Timeframe <i>What is the frequency for monitoring/ reporting?</i>
		Likelihood	Consequence	Factor		Likelihood	Consequence	Factor					
81	March 2024: Reduction in levels of service and uncertainty in service delivery model due to Watercare disengagement.	5	5	Extreme	<p>March 2024: Staff have begun early planning and discussions to explore other options. ELT have oversight of this risk. A team is being redeveloped in WDC to manage the transition. Watercare to provide a disengagement plan that Council would sign off on.</p> <p>LOS - stipulated in contract. Watercare required to deliver on</p>	3	5	High	<p>March 2024: Contract stipulates penalties for reduction in agreed levels of services. As part of good contract management practice, regular communication and relationship with Watercare maintained. As risks arise, these will be managed and treated in addition to proactively foreseeing and managing of risks.</p>		Waters Manager	Engineering Manager	Quarterly risk reporting
84	March 2024: There is uncertainty around Local Water Done Well, its implications on the Watercare Disengagement project, the LTP, and whether a CCO could be established within the next 3 years.	5	4	Extreme	<p>March 2024: Discussions currently being undertaken through Joint Mayoral and CE Forum. Engaging services of Vaughan Payne through Colab to drive high level plan and outcomes. Awaiting two pieces of legislation in 2024 that will set up a clearer framework and ease the process for formation of CCOs. Legislation signalled to be enacted by July 2025.</p>	4	4	High	<p>March 2024: Until the legislative framework is implemented, WDC Waters services operates as BAU. Current focus is contract future state, maintaining LOS, and delivering on capital program.</p>		Waters Manager	Three Waters Reform Project Manager	Quarterly risk reporting

Risk Ref #	Risk Statement <i>Risk statement to include "Bad outcome - cause"</i>	Gross Risk score			Treatment plan <i>What can we do about each significant risk to either eliminate it or reduce it?</i>	Residual Risk score			76 Contingency <i>If the risk becomes reality...what action(s) will we implement?</i>	Status <i>How has the Residual Risk Score changed since the last review?</i>	Risk Owner <i>Who will take responsibility for this risk? (One person!)</i>	Monitoring/ Reporting <i>Who will monitor and report on this risk?</i>	Timeframe <i>What is the frequency for monitoring/ reporting?</i>
		Likelihood	Consequence	Factor		Likelihood	Consequence	Factor					
62	Risk of prosecution for failure to meet requirements of stormwater consents across the district. A letter of direction was received from WRC for the 2020 Stormwater audit.	5	3	High	Complete the required actions from the letter including an update of the Stormwater Management Plan. The contract requires a review of the approach to stormwater. Stormwater Engineer in place to manage this. A letter of direction for PARTIAL COMPLIANCE was received for the 2019-20 compliance year but included this commentary <i>"I acknowledge all the hard work and effort that has been done during the last year to improve compliance and reporting of WDC's stormwater activities. I know that the existing abatement notice has had most of its required actions implemented and completed. The actions in the table above may include some overlap with the actions required in the existing abatement notice. Once the full set of required actions in the abatement notice has been completed then WDC may apply to Waikato"</i>	1	3	Low	Dedicated Stormwater Engineer in place, all but one item (Cambrae) rectified and compliant under Raglan SW consent. Reputation with WRC has improved through dialogue and proof of work.		Waters Manager	Engineering Manager	Quarterly risk reporting



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		Likelihood	Consequence	Factor		Likelihood	Consequence	Factor					
47	Abatement notice at Te Kauwhata WWTP is not complied with in time.	4	5	Extreme	<p>Strategy developed with Watercare. Part of the Mid Waikato Servicing Strategy. HIF funding secured. Community engagement has commenced and Project Manager appointed to co-ordinate the engagement. Plan agreed with WRC and exhaustive work being undertaken by Watercare. Plant being leased for a solution whilst WWTP upgrade is being undertaken, expected <i>partial</i> compliance March 2023.</p> <p>Update June 2023: Plant to be completed December 2023, when this will be reviewed.</p>	1	4	Low	<p>Revisit the plan and adapt it with community and WRC approval.</p> <p>March 2024: WWTP upgrade completed and commissioning successful. Sampling shows significant improvements that should bring us into N-P compliance.</p>		Waters Manager	Waters Manager	Monthly Operations report
27	Disjoint between WDC Consents Planners/District Planners and WSL Planning. Increased timeframes to respond, financial consequence that WSL cannot meet price path, infrastructure may not be provided at the right times	4	4	High	<p>WSL to provide input to WDC Infrastructure Strategy; understanding of AMP; stakeholder identification; clear communication process and timeframes between WDC and WSL. Growth Forum outlined in 23.1(e) Operations Mandate in Schedule 15 and Development of Assets and Resource Consents covered in Clause 14.</p>	2	2	Low	<p>March 2024: There is an Iwi Partnerships Manager that can assist in iwi relationship and consultation. WSL Planning team have developed the AMP and inputted into IS. Contract relationship has matured out of disjointed planning issues. Most WDC teams convene directly with Watercare. Engineering Forum bring land development and waters planning together.</p>		Engineering Manager	Engineering Manager	Quarterly risk reporting




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		Likelihood	Consequence	Factor		Likelihood	Consequence	Factor					
38	Incomplete or insufficient asset planning and investment to service growth (Ohinewai)	4	3	High	<p>Continued liaison between WSL and WDC regulatory planning team to ensure awareness of new developments as early as possible. Growth forum as the way to ensure collaboration is happening.</p> <p>March 2024: Having a dedicated Infrastructure Development Manager (IDM) assists with driving these outcomes. Growth Forum no longer active but IDMs regularly meet with Watercare Planning.</p>	2	2	Low	Creation of Growth and Analytics team helping with early assessment and planning		Growth & Analytics Manager	Waters Manager	Quarterly risk reporting
43	Non compliance with discharge consents not in abatement or further abatement notices.	4	3	High	<p>Identification of required upgrades early to allow upgrade costs to be included in LTP funding plan. Continued liaison with regulators. Paper submitted to WGB June 2020.</p> <p>Update June 2023: issue still persists for other resource consents. Being actioned in accordance with LTP.</p> <p>March 2024: Interim upgrade for Ngaaruwaahia WWTP being explored. Full upgrade or preliminary works for conveyance to Pukete WWTP (Hamilton) delivered in 2025 - 2034 LTP.</p>	4	3	High	<p>One lifted (Meremere), Raglan SW has one outstanding item scheduled for 22/23 construction season. Huntly and Nga WWTP are next plants to ensure compliances resolved so they do not escalate to Abatement.</p> <p>Update June 2023: TKWWTP out of compliance also.</p> <p>March 2024: Preliminary tests show TKWWTP compliant.</p> <p>Abatement notice issued for Ngaaruwaahia WWTP in February 2024.</p>		Waters Manager	Engineering Manager	Quarterly risk reporting




Risk Ref #	Risk Statement <i>Risk statement to include "Bad outcome - cause"</i>	Gross Risk score			Treatment plan <i>What can we do about each significant risk to either eliminate it or reduce it?</i>	Residual Risk score			79 Contingency <i>If the risk becomes reality...what action(s) will we implement?</i>	Status <i>How has the Residual Risk Score changed since the last review?</i>	Risk Owner <i>Who will take responsibility for this risk? (One person!)</i>	Monitoring/ Reporting <i>Who will monitor and report on this risk?</i>	Timeframe <i>What is the frequency for monitoring/ reporting?</i>
		Likelihood	Consequence	Factor		Likelihood	Consequence	Factor					
49	Long Term resource consent application for Raglan WWTP is poor or not completed in time. Reputational damage with the local community and Iwi if the process is not expedited quickly and inclusively.	4	4	High	Short term consent gives WDC the time to work with Watercare to achieve the best outcome. Consent lodged 6 November 2019. Community meetings occurring regularly with detailed options analysis being undertaken for treatment and disposal.  Update June 2023: short term approval to operate outside of consent granted.	3	4	High	Planning underway and looking at land option with land owner, if all land based options exhausted, last resort will be to submit application to continue to discharge to harbour through outfall.  March 2024: Treatment upgrade currently underway, due to complete by 2026. Land discharge options programmed into the 2025 - 2034 LTP. Require decisions on discharge option. MBR Upgrade approved by WGB for FY24/25. Outfall upgrade planned for FY34/35.		Waters Manager	Engineering Manager	Monthly Operations report
70	Third party damage costs not being recovered	4	3	High	Watercare to identify situations this occurs and where party who did the damage can be identified and recovery a possibility. Council to charge third party inline with provisions in LGA legislation.	1	3	Low	Cost of enforcement and collection to be balanced with likelihood of success - where success unlikely, costs to be covered from reactive maintenance budget.		Waters Manager	Engineering Manager	Monthly Operations report
77	TKWA Operational performance is not high enough to ensure raw water is provided to WDC in line with the raw water supply contract.	4	4	High	The contract is in place to ensure supply however there remains a risk that the work simply won't be completed in a timely or safe way and WDC is exposed.  Update June 2023: Additional resource provided through Richard Bax Consulting for resource consent submissions.	1	4	Low	March 2024: Resource consent accepted by WRC. Current RC continues until new ones issued.  Waters Engineering Manager is managing the contract and risks.		Waters Manager	Engineering Manager	Quarterly risk reporting




Risk Ref #	Risk Statement <i>Risk statement to include "Bad outcome - cause"</i>	Gross Risk score			Treatment plan <i>What can we do about each significant risk to either eliminate it or reduce it?</i>	Residual Risk score			80 Contingency <i>If the risk becomes reality...what action(s) will we implement?</i>	Status <i>How has the Residual Risk Score changed since the last review?</i>	Risk Owner <i>Who will take responsibility for this risk? (One person!)</i>	Monitoring/ Reporting <i>Who will monitor and report on this risk?</i>	Timeframe <i>What is the frequency for monitoring/ reporting?</i>
		Likelihood	Consequence	Factor		Likelihood	Consequence	Factor					
86	March 2024: Watercare technical and operations staff not retained throughout distestablishment period.	4	4	High	March 2024: Seek Watercare advice. Due to receive Disestablishment Plan which will include mitigations and retention strategies.	4	4	High	March 2024: Until the contract is disestablished, Watercare is contractually obligated to provide the agreed LOS, which includes resourcing to deliver.  Beyond disestablishment, a staff retention and resourcing plan will need to be envisaged and implemented. This is largely contingent upon the Disestablishment Plan.		Waters Manager	Waters Manager	Quarterly risk reporting
87	March 2024: Inflow and Infiltration (I&I) of water into the wastewater network leading to overflows of the network and inundation of the wastewater treatment plant.	4	4	High	March 2024: Areas of known I&I have a management plan to address the issue, which includes investigation (CCTV, smoke testing, pump station run time reviews) and remediation works.	4	4	High	March 2024: Ongoing reporting to WRC. Ongoing operational management. Network improvements. Community communication and education regarding illegal connections. Shortcutting wastewater treatment plant process to enable partially treated effluent discharge as a publicly notifiable emergency event.  For networks and pumpstations: we can overpump and sucker trucks to decrease load on network. Issue health risk notification to public. Coordinate as part of WDC's Incident Management Framework.		Waters Manager	Waters Manager	Quarterly risk reporting



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		Likelihood	Consequence	Factor		Likelihood	Consequence	Factor					
14	Climate change and Sea level impacts service. Infrastructure compromised, need for rebuild/relocation	3	4	High	Consider in AMP and business plan.	2	4	Moderate	<p>March 2024: 2025-34 LTP includes contingency amount in each of the three waters to mitigate climate change impacts. Further line item for dedicated climate change studies included, valued at \$19.5 million over 10 years.</p> <p>WDC Climate Response &amp; Resilience Strategy approved. WDC Sustainability staff will need to work with WSL Planning to integrate this strategy into Waters.</p>		Waters Manager	Engineering Manager	Quarterly risk reporting
34	Significant hazards related to third party staff / contractor operations	3	4	High	Implement WSL health and safety management system. Development of appropriate SOP's and permit to work systems	3	4	High	<p>WSL have SOP's, Take 5, JSA's, Permit to Work in place. Safety Framework in contract implemented.</p> <p>March 2024: Monthly H&amp;S reporting to WGB. iCare used by WSL for tracking and reporting. Regular H&amp;S audits as well.</p> <p>There have been significant incidents in past calendar year. Working with WSL on improving H&amp;S. This includes monthly walk arounds onsite operations, including treatment plants and construction areas.</p>		Waters Manager	Engineering Manager	Quarterly risk reporting

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35	Control system failures lead to a failure of water or wastewater treatment process. Non compliance with regulations.	3	4	High	Continue with Control system upgrade project. Implement SOPs for manual operation of plant and equipment.  March 2024: In light of unconsented discharges at Raglan WWTP, a greater focus has been placed on treatment plant OEM manuals, operator training, clear escalation procedures, and utilization of qualified contractors. Raglan & Huntly WWTP upgrades under way.	3	4	High	Scada upgrade underway and being rolled out across sites, forecast completion by 2024.  Software programming under review and improvements are ongoing.  Method Statements/SOP for manual intervention required (to confirm what is already in place vs what needs to be developed for ad hoc situations).		Waters Manager	Waters Manager	Monthly Operations report
36	Failure of critical suppliers and contractors. Inability to meet contract or performance KPIs	3	4	High	Due diligence on contractors and suppliers prior to engagement.  March 2024: Have a Contract Coordinator and Contract Advisor to assist with this. WDC has internal contract management framework as well as procurement framework. P2P system should further alleviate this.	1	3	Low	Minimal new engagements from WDC now that with Watercare (and bulk supplies) in place.		Waters Manager	Engineering Manager	Quarterly risk reporting
37	Significant wastewater discharge to the environment	3	4	High	Ensure routine network maintenance and in place and completed. Public education programmes regarding fats etc.  March 2024: District-wide renewals programme to assist with network capacity issues programmed into 2025 - 2034 LTP.	2	3	Moderate	Known capacity issues including renewals are upgraded at the right time; and funding available.  March 2024: Ongoing planned maintenance on vulnerable assets including CCTV and cleaning. Inflow and Infiltration studies.		Waters Manager	Engineering Manager	Quarterly risk reporting

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87	March 2024: Inflow and Infiltration of water into the wastewater network leading to overflows of the network and inundation of the wastewater treatment plant.	4	4	High	March 2024: Areas of known I&I have a management plan to address the issue, which includes investigation (CCTV, smoke testing, pump station run time reviews) and remediation works.	4	4	High	<p>March 2024: Ongoing reporting to WRC. Ongoing operational management. Network improvements. Community communication and education regarding illegal connections. Shortcutting wastewater treatment plant process to enable partially treated effluent discharge as a publicly notifiable emergency event.</p> <p>For networks and pumpstations: we can overpump and sucker trucks to decrease load on network. Issue health risk notification to public. Coordinate as part of WDC's Incident Management Framework.</p>		Waters Manager	Waters Manager	Quarterly risk reporting
86	March 2024: Watercare technical and operations staff not retained throughout distestablishment period.	4	4	High	March 2024: Seek Watercare advice. Due to receive Disestablishment Plan which will include mitigations and retention strategies.	4	4	High	<p>March 2024: Until the contract is disestablished, Watercare is contractually obligated to provide the agreed LOS, which includes resourcing to deliver.</p> <p>Beyond disestablishment, a staff retention and resourcing plan will need to be envisaged and implemented. This is largely contingent upon the Disestablishment Plan.</p>		Waters Manager	Waters Manager	Quarterly risk reporting
85	March 2024: Support systems necessary to maintain LOS are not available or reliable through transition during the Contract disestablishment period.	2	4	Moderate	March 2024: This will need to be factored into the Disengagement Plan and will feed into the Project Management Plan for the transition. IM will have to be treated as a workstream within the project with an IM stream lead appointed to support the Transition Manager and Watercare System Administrators.	2	4	Moderate	<p>March 2024: Staff can consider the option of negotiating an agreement with Watercare to host these services for a period of time after transition until the future state arrangements are operational and able to manage support systems.</p>		Waters Manager	Waters Manager	Quarterly risk reporting

Risk Ref #	Risk Statement <i>Risk statement to include "Bad outcome - cause"</i>	Gross Risk score			Treatment plan <i>What can we do about each significant risk to either eliminate it or reduce it?</i>	Residual Risk score			Contingency <i>If the risk becomes reality... what action(s) will we implement?</i>	Status <i>How has the Residual Risk Score changed since the last review?</i>	Risk Owner <i>Who will take responsibility for this risk? (One person!)</i>	Monitoring/ Reporting <i>Who will monitor and report on this risk?</i>	Timeframe <i>What is the frequency for monitoring/ reporting?</i>
		Likelihood	Consequence	Factor		Likelihood	Consequence	Factor					
84	March 2024: There is uncertainty around Local Water Done Well, its implications on the Watercare Disengagement project, the LTP, and whether a CCO could be established within the next 3 years.	5	4	Extreme	March 2024: Discussions currently being undertaken through Joint Mayoral and CE Forum. Engaging services of Vaughan Payne through Colab to drive high level plan and outcomes. Awaiting two pieces of legislation in 2024 that will set up a clearer framework and ease the process for formation of CCOs. Legislation signalled to be enacted by July 2025.	4	4	High	March 2024: Until the legislative framework is implemented, WDC Waters services operates as BAU. Current focus is contract future state, maintaining LOS, and delivering on capital program.		Waters Manager	Three Waters Reform Project Manager	Quarterly risk reporting
82	March 2024: Ponding affected residents of Te Kowhai (Captain Stone Road and Delta Way) at risk of further incidents from unprecented weather events.	3	4	High	March 2024: An assessment of the issue has been conducted with potential solutions to alleviate the risk. WDC and WRC in discussion on potential ownership and funding of remedial works. A community meeting has been called with residents to discuss the recommendations and wishes of residents.	3	4	High	Coordinate a response with WDC Incident Management Team and Watercare if another event occurs, as we did last time.		Waters Manager	Engineering Manager	Quarterly risk reporting
81	Reduction in levels of service and uncertainty in service delivery model due to Watercare disengagement.	5	5	Extreme	March 2024: Staff have begun early planning and discussions to explore other options. ELT have oversight of this risk. A team is being redeveloped in WDC to manage the transition. Watercare to provide a disengagement plan that Council would sign off on.  LOS - stipulated in contract. Watercare required to deliver on these and report via KPIs until June 2026. WGB and Waters Team will be overseeing KPIs and other key metrics.	3	5	High	Contract stipulates penalties for reduction in agreed levels of services. As part of good contract management practice, regular communication and relationship with Watercare maintained. As risks arise, these will be managed and treated in addition to proactively foreseeing and managing of risks.		Waters Manager	Engineering Manager	Quarterly risk reporting

Risk Ref#	Risk Statement <i>Risk statement to include "Bad outcome - cause"</i>	Gross Risk score			Treatment plan <i>What can we do about each significant risk to either eliminate it or reduce it?</i>	Residual Risk score			Contingency <i>If the risk becomes reality...what action(s) will we implement?</i>	Status <i>How has the Residual Risk Score changed since the last review?</i>	Risk Owner <i>Who will take responsibility for this risk? (One person!)</i>	Monitoring/ Reporting <i>Who will monitor and report on this risk?</i>	Timeframe <i>What is the frequency for monitoring/ reporting?</i>
		Likelihood	Consequence	Factor		Likelihood	Consequence	Factor					
71	Supply chain for critical parts impacted by COVID-19.	4	4	High	The supply chain is adapting to the COVID-19 impacts.	3	4	High		X	Waters Manager	Waters Manager	Quarterly risk reporting
5	Volumetric charging could adversely impact on revenue. Revenue not sufficient to cover costs.	3	4	High	Volumetric charging is relatively new to the district so we could see behaviours change. Close tracking of volumes sold will need to be undertaken. Historic data used in 2021 LTP to ensure risk is covered.	2	4	Moderate	Consider impacts in next LTP or annual plan process.  March 2024: There has been an LTP cycle since the introduction of volumetric charging. Waters reform highlighted the need and the direction towards this. Water Supply Bylaw 2023 also includes tools to enforce this. Can be closed.	X	Waters Manager	Engineering Manager	Quarterly risk reporting
73	Future funding of \$14.72 for the completion of the Raglan WWTP doesn't materialise in the new WSE AMP.	3	5	High	Ensure this is included in Entity B transition risk assessment.  March 2024: \$34.37M in 2025-34 LTP allocated to Raglan WWTP upgrade, paid for by WDC ratepayers. Close risk.	1	3	Low	This has been included in DIA submissions for the new WSE AMP.	X	Special Infrastructure Project Manager	Waters Manager	Quarterly risk reporting
9	Not meeting Operational Period conditions. Engineering Manager in co-ordinating role needs dedicated time to actively manage all necessary project management responsibilities and tidy up historical issues	2	4	Moderate	Review the contract in early 2021 and start a program to secure transition of the contract to the operational period. Water reform has meant that this transition has remained in play.  March 2024: Watercare are seeking to disengage from the contract prior to operationalization of the contract. The trigger will not be met so this risk can be closed.	2	4	Moderate	Stage the operational period commencement. Moving to Operational Period largely on hold pending Waters Reform, historical matters continue to be managed and resolved as identified	X	Waters Manager	Engineering Manager	Quarterly risk reporting

Risk Ref#	Risk Statement <i>Risk statement to include "Bad outcome - cause"</i>	Gross Risk score			Treatment plan <i>What can we do about each significant risk to either eliminate it or reduce it?</i>	Residual Risk score			Contingency <i>If the risk becomes reality...what action(s) will we implement?</i>	Status <i>How has the Residual Risk Score changed since the last review?</i>	Risk Owner <i>Who will take responsibility for this risk? (One person!)</i>	Monitoring/ Reporting <i>Who will monitor and report on this risk?</i>	Timeframe <i>What is the frequency for monitoring/ reporting?</i>
		Likelihood	Consequence	Factor		Likelihood	Consequence	Factor					
29	Support systems necessary to maintain LOS are not available or reliable through transition period into the operational period	2	4	Moderate	New IM stream lead required to ensure the integration occurs. Maintenance of existing systems until new system are tested and ready. Project Manager in place and working with Watercare on the IM transition.  March 2024: IM transition complete. Watercare are seeking to disengage from the contract prior to operationalization of the contract. This risk can be closed. Another risk has been identified regarding disestablishment.	2	4	Moderate	Scada now on WSL systems/externally hosted. Improvements made to faults systems. Billing system still on WDC system and GIS has few tweaks to resolve (as at Nov22)	X	Waters Manager	Engineering Manager	Quarterly risk reporting
78	Surplus capacity in non Waters staff after Waters business fully transitioned to new water services entity	4	4	High	Any surplus capacity to be identified and review undertaken if redeployment/reallocation of tasks required	3	4	High		X	Waters Manager	GMSD/ELT	Quarterly risk reporting

<b>To</b>	<b>Water Governance Board</b>
<b>Report title</b>	<b>Watercare Health and Safety Procedures and Supporting Systems Overview</b>
Date:	27 March 2024
Report Author:	Shaun Northard (HSW Business Partner - WDC)
Authorised by:	Mathew Telfer (Operations Manager – WDC Contract)

## **1. Purpose of the report**

### **Te Take moo te puurongo**

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As per the action item from the February Board meeting, this report is to inform and present to the Water Governance Board and Council Watercare systems and resources for managing Health, Safety and Wellbeing. The presentation focuses on informing the Board and giving confidence in Watercare Operations management of critical risks.

## **2. Executive summary**

### **Whakaraapopototanga matua**

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Detail of the Watercare ethos and values for health and safety. The Watercare health, safety and wellbeing toolkit contains information for managers and kaimahi (workers) to reduce workplace risks, support health and wellbeing, respond to emergencies, manage contractors and more. The Health and safety information is online and will be presented to the Water Governance Board.

## **3. Staff recommendations**

### **Tuutohu-aa-kaimahi**

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**THAT the Waters Governance Board receives the Watercare Health & Safety Procedures and Supporting Systems Overview report.**

## **4. Background**

### **Koorero whaimaarama**

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The Health, Safety and Wellness Management Plan (HSWMP) provides the overarching strategy and the workplace implementation process for the management and control of Health, Safety and Wellness for Watercare Waikato. The plan and its future revised versions will remain in place for the duration of the contract.

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The objective of this Health, Safety and Wellness Management Plan is to ensure a safe and healthy working environment for all employees, contractors, subcontractor's, clients' representatives and others involved in the delivery of the contract.

The plan is aligned to the Watercare Health and Safety Management System (HSMS) which in turn provides the framework for managers to implement specified standards and practices in a consistent manner.

The plan also accounts for the requirements of the Waikato District Council and will grow incrementally as information becomes available from WDC and is reviewed, updated and re-issued accordingly.

The implementation of health, safety and wellbeing is achieved day to day by leadership, worker engagement and supported by certified systems.

The illustration below provides an outline of the management of health, safety and wellness for the contract.



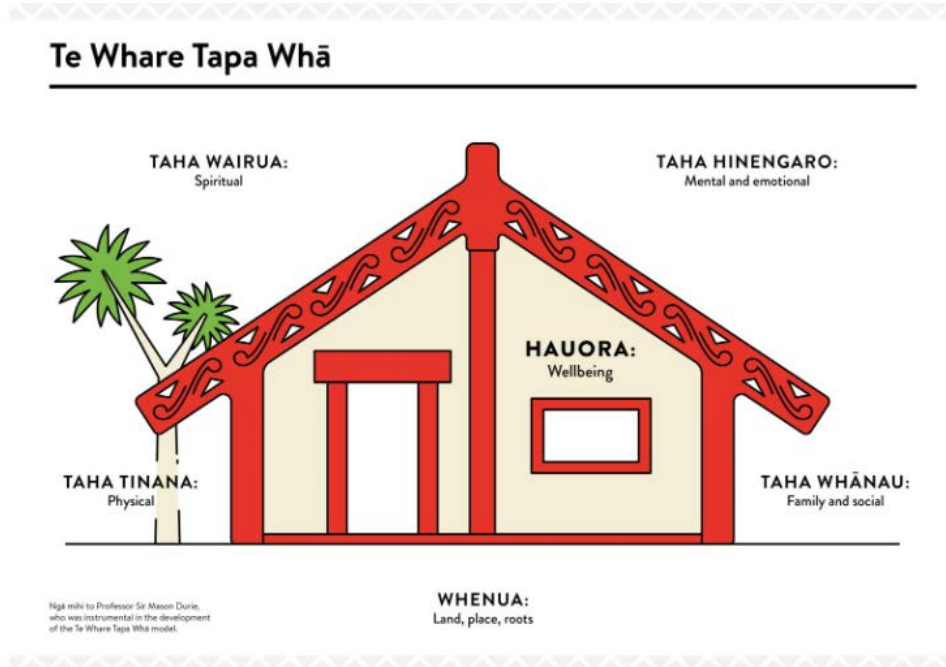
Health is our state of complete physical, mental and social wellbeing, not just the absence of illness or injury.

Watercare looks after its people through activities which prevent harm and support our people to improve workplace wellbeing.

Wellbeing is our ability to feel good and function well. When we have great health, we are able to manage and deal with the normal highs and lows we all experience in our lives. We are more likely to have energy, be more sociable, have stronger immune systems, be physically healthier and happier.



Te Whare Tapa Whā is a wellbeing model developed by leading Māori health advocate Sir Mason Durie. The model describes health and wellbeing as a whare/meeting house with four walls. Much like a house, each of the walls is needed to have great health and wellbeing.



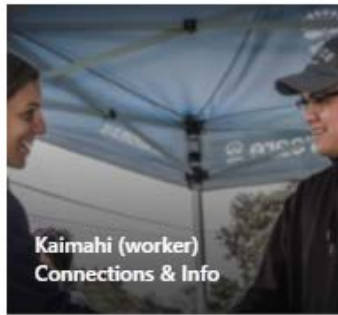
**ISO45001:** Watercare's Safety Management System achieved certification during 2024. Watercare WDC is part of the operations included in the certification.

The system documentation is available on the Watercare intranet. Documents include key procedures e.g. training, emergency management. Control of works, permit to work and information on critical risks

Registration is current until February 2027.


### Health, Safety and Wellbeing Toolkit

The health safety and wellbeing toolkit contains helpful information for managers and kaimahi (workers) to reduce workplace risks, support health and wellbeing, respond to emergencies, manage contractors and more.




### Health, Safety and Wellbeing Resource Centre

Welcome. This is your source of helpful health, safety and wellbeing tools and information.




Use iCare to report incidents, hazards and near misses, record feedback, and...



Hazard and Critical Risk Information



Control of Work & Permits to Work: Dec. 2023 Processes, forms and info updated



PPE (Personal Protective Equipment)

## 5. Discussion Matapaki

### The Management activities for Health and Safety

**Health Safety & Wellness Management Plan:** provides the overarching strategy and the workplace implementation process for the management and control of health, safety and wellness for Watercare Waikato.

**HSW Improvement Committee:** The committee is made up of Health and Safety Representatives (HSR) from across WDC Operations, management representative and the HSW Business Partner.

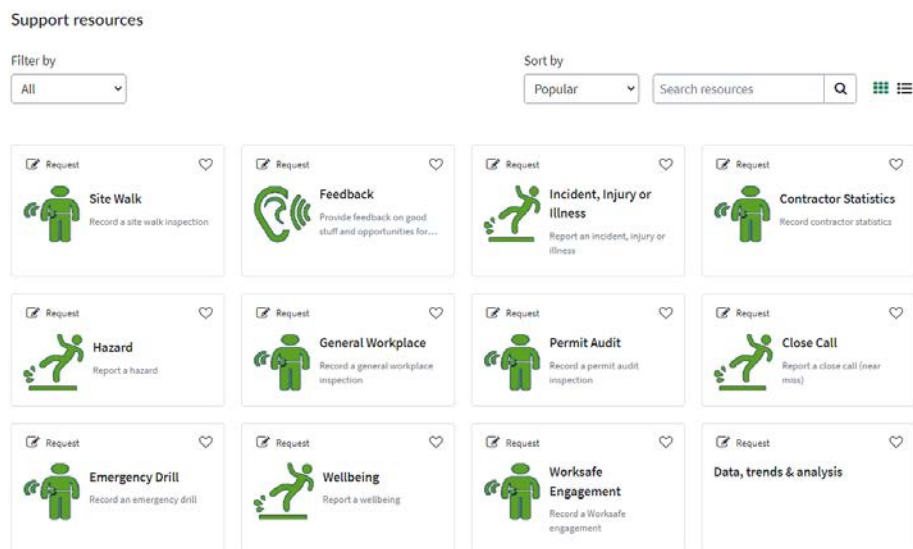
The committee meets monthly and discusses workplace feedback, HSW performance, audits, critical risks and recognition.

**HSW Leadership (Lessons & Actions):** The leadership team meet following on from the HSW Improvement Committee a HSR participates on this group.

This group discusses HSW Performance, safety leadership, improvements and makes decisions relating to matters escalated from HSRs work teams and reviews / approves nominations for HSW recognition.

**Senior Management Committee (Operation's):** The Watercare Operation senior leadership team meets monthly to review HSW Performance, safety leadership, improvements and makes decisions and routinely have a representative from one of the HSW Improvement Committee's share the actions and activities.

**iCare:** iCare is the digital reporting platform for HSW and provides action tracking the data for HSW performance reporting. iCare is available across mobile phones, tablet, and personal computers. Users can report incidents, hazards, near misses, inspections and provide feedback.

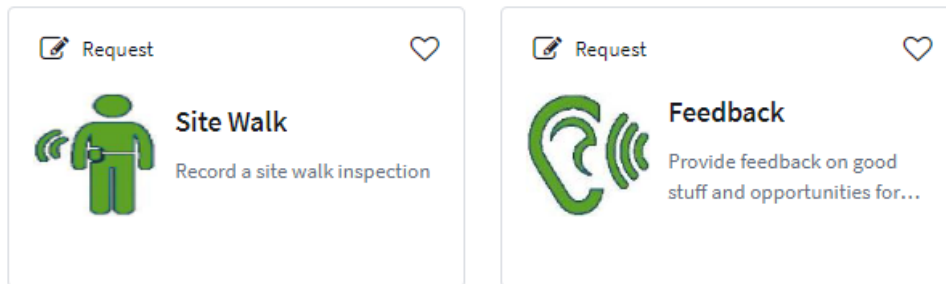


**HSW Business Partner:** HSW support is provided by the Watercare HSW Team. A dedicated HSW Business Partner supports local operations. The role provides direction and support to managers and the team to implement and maintain the requirements of the HSWMP and evaluates outcomes with an emphasis on risk management and continuous improvement.

**Injury Management:** Watercare Services Limited holds primary accreditation under the ACC Accredited Employers Programme (AEP) with administration through third-party administrator Howden Care. Injury management and rehabilitation is co-ordinated with the WSL Wellness Business Partner.

**Leadership Walks:** Each member of the leadership team completes leadership walks. The walks provide an opportunity to meet with line staff, understand work being done, recognise good things happening in the workplace and opportunities for improvement.

Leadership walks are recorded into iCare, a KPI of two walks per month has been set.



**Internal Audit (Watercare):** The HSW Business Partner undertakes a HSW internal audit each year. Internal audit is a system requirement for ISO 45001 and ACC Accredited Employers Program. The audit will be completed in March 2024, the action plan from the audit report is actioned and tracked via iCare

**Annual Safety Audit (IMPAC):** The audit is a requirement of the WDC Waters Contract. Impac Services Limited will undertake the audit for 2024. The audit scope is:

- Critical Risk Management -Hazardous Substances
- Contractor and Subcontractor Management
- Control of Work System
- Inspection, Auditing and Verification Activities
- Vehicle, plant, and machinery

## 6. Attachments Ngāa taapirihanga

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There are no attachments for this report.

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<b>To</b>	<b>Waters Governance Board</b>
<b>Report title</b>	<b>Exclusion of the Public</b>
Date:	Thursday, 14 March 2024
Report Author:	Elizabeth Saunders, Senior Democracy Advisor
Authorised by:	Gaylene Kanawa, Democracy Manager

## 1. Staff recommendations

### Tuutohu-aa-kaimahi

**THAT the public be excluded from the following parts of the proceedings of this meeting.**

**The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:**

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
<b>Item PEX 1</b> <b>Confirmation of Minutes</b>  <b>Item number PEX 2</b> <b>Action Register</b>	<b>Good reason to withhold exists under Section 6 or Section 7 Local Government Official Information and Meetings Act 1987</b>	<b>Section 48(1)(a)</b>
<b>Item PEX 3.1</b> <b>Waters Financial Report - February 2024</b>		
<b>Item PEX 3.2</b> <b>Capital Delivery Programme Overview - March 2021</b>		

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
Item PEX 3.3 Tamahere/Matangangi Zones – Long Term Servicing Option	Good reason to withhold exists under Section 6 or Section 7 Local Government Official Information and Meetings Act 1987	Section 48(1)(a)

This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public, as follows:

Item No.	Section	Interest
Item PEX 1 Confirmation of Minutes  Item number PEX 2 Action Register		Refer to the previous Public Excluded reason in the agenda for this meeting.
Item PEX 3.1 Waters Financial Report – February 2024	7(2)(b)(ii)  7(2)(h)	To protect information that would otherwise unreasonably prejudice a person's commercial position  To enable commercial activities to be carried out without prejudice or disadvantage.
Item PEX 3.2 Capital Delivery Programme Overview - March 2024	7(2)(h)  7(2)(i)	To enable commercial activities to be carried out without prejudice or disadvantage.  To enable negotiations to carry on without prejudice or disadvantage.

Item No.	Section	Interest
<b>Item PEX 3.3 Tamahere/Matangi Zones - Long Term Servicing Option</b>	7(2)(b)(ii)	<b>To protect information that would otherwise unreasonably prejudice a person's commercial position</b>
	7(2)(h)	<b>To enable commercial activities to be carried out without prejudice or disadvantage.</b>
	7(2)(j)	<b>To prevent use of the information for improper gain or advantage.</b>

## 2. Attachments

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There are no attachments for this report.

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